DOCUMENT RESUME

ED 170 605 CE 021 534

TITLE	Units of Instruction for Vocational Office Education. Volume 2. Office Occupations--Related Information, Accounting and Computing Occupations, Information Communications Occupations, Stenographic, Secretarial, and Related Occupations. Teacher's Guide.
INSTITUTION	East Texas State Univ., Commerce. Occupational Curriculum Lab.
SPONS AGENCY	Texas Education Agency, Austin. Dept. of Occupational Education and Technology.
PUB DATE	78
NOTE	616p.; For related documents see CE 021 533-535; Parts may not reproduce clearly due to colored background
AVAILABLE FROM	Occupational Curriculum Laboratory, East Texas State University, Commerce, Texas 75428 ($15.00)
EDRS PRICE	MF03 Plus Postage. PC Not Available from EDRS.
DESCRIPTORS	*Accounting; Behavioral Objectives; Bookkeeping; *Business Communication; Business Correspondence; Business English; Instructional Materials; Job Skills; Learning Activities; Objective Tests; *Office Occupations Education; Office Practice; Recordkeeping; *Secretaries; *Stenography; Vocational Education

ABSTRACT

Sixteen units on office occupations are presented in this teacher's guide. The unit topics include the following: related information (e.g., preparing for job interview); accounting and computing (e.g., preparing a payroll and a balance sheet); information communications (e.g., handling appointments, composing correspondence); and stenographic, secretarial, and related occupations (e.g., taking dictation in shorthand and transcribing, making travel arrangements). Each instructional unit generally contains eight components: performance objectives; an outline of minimum instructor and student activities to accomplish unit objectives; information sheets presenting basic unit content; transparency masters; job sheets which outline skills to be achieved; student assignment sheets related to the unit information sheets (answer sheets are provided); and objective tests with answer sheets. (JH)

****
* Reproductions supplied by EDRS are the best that can be made *
* from the original document. *
****

ED170605

UNITS OF INSTRUCTION FOR VOCATIONAL OFFICE EDUCATION

U.S. DEPARTMENT OF HEALTH,
EDUCATION & WELFARE
NATIONAL INSTITUTE OF
EDUCATION

THIS DOCUMENT HAS BEEN REPRODUCED EXACTLY AS RECEIVED FROM THE PERSON OR ORGANIZATION ORIGINATING IT. POINTS OF VIEW OR OPINIONS STATED DO NOT NECESSARILY REPRESENT OFFICIAL NATIONAL INSTITUTE OF EDUCATION POSITION OR POLICY

"PERMISSION TO REPRODUCE THIS MATERIAL IN MICROFICHE ONLY HAS BEEN GRANTED BY

C. K. Laughlin

TO THE EDUCATIONAL RESOURCES INFORMATION CENTER (ERIC)."

VOLUME 2

OFFICE OCCUPATIONS—RELATED INFORMATION
ACCOUNTING AND COMPUTING OCCUPATIONS
INFORMATION COMMUNICATIONS OCCUPATIONS
STENOGRAPHIC, SECRETARIAL, AND RELATED OCCUPATIONS

TEACHER'S GUIDE

CE 021 534

FIRST EDITION

1978

© 1978 by Occupational Curriculum Laboratory,
East Texas State University
All rights reserved.

Brand names, company names, trademarks,
or other identifying symbols appearing in the text are
used to clarify and identify and do not constitute a
recommendation or endorsement.

ETSU, an Equal Opportunity University,
complies with all federal requirements prohibiting
discriminatory activities.

FOREWORD

The Vocational Office Education (VOE) instructional units were developed as a result of a project funded by the Texas Education Agency to East Texas State University and the Occupational Curriculum Development Laboratory. These units were developed with the assistance of VOE instructors throughout the state of Texas and have been subjected to formal field testing and evaluation.

The enclosed materials provide instruction for skills to be acquired for entry level into various clerical occupations. They also provide uniformity in classroom instruction and program accountability.

Instructors' editions include objectives; suggested activities; references; information, assignment, and job sheets; tests; and answer sheets.

Student editions, which are duplicates of the instructors' materials with the exception of activity sheets, references, and answers, also are available.

USE OF THE INSTRUCTIONAL UNITS

The VOE instructional units cover certain instructional areas in the classroom program. Each unit includes the basic components of a unit of instruction, performance objectives, suggested activities, information sheets, assignment sheets, job sheets, transparency masters, unit test, and answers to unit tests. Units are planned to cover more than one classroom period.

Careful study of each instructional unit will enable the teacher to determine:

A. The amount of material that can be covered in each class period

B. Skills that must be demonstrated

C. Supplies and equipment needed for skill performance

D. The amount of classroom time needed for teacher demonstration and student practice

E. Supplementary materials to be ordered

F. Any resource personnel who must be contacted

The specific components of an instructional unit perform the following functions.

OBJECTIVES

Each unit of instruction is based on performance objectives. These objectives specify behaviors the student will be exhibiting, thus providing students with a sense of direction.

Performance objectives are stated in two forms: Terminal Objectives, which state materials to be covered in the units of instruction and how the student will handle the material; and Specific Objectives, which state the types of performance students will be doing to satisfy the unit objective.

After the students read the objectives, classroom discussion should follow so that questions concerning expected performances can be answered.

SUGGESTED ACTIVITIES

Each unit of instruction has a suggested activities sheet outlining steps to follow in accomplishing specific objectives.

Instructor: Duties will vary from unit to unit, but the following are minimum activities:

1. Provide students with objectives, information, assignment and/or job sheets
2. Discuss objectives and information sheets
3. Make transparencies
4. Demonstrate procedures outlined on job sheets (when included)
5. Give test

Any additional instructional activities and teaching methods to aid students in accomplishing the objectives are strongly encouraged.

Student: Activities are listed to help achieve the objectives of the unit.

INFORMATION SHEET

Information sheets provide current data essential for meeting the cognitive requirements of the unit. These sheets provide an excellent guide for presenting material necessary to develop the skills specified in the unit objective.

Students should read the information sheets before the material is discussed in class. They are encouraged to make any additional notes on the information sheets to help them in their learning process.

TRANSPARENCY MASTER

Transparency masters provide information in a special way by presenting new material or reinforcing material presented in the information sheets. These are particularly effective when identification is necessary.

Transparencies made from the masters can be used as student handouts to supplement material contained in information sheets.

Copies of transparency masters can be used as student handouts to supplement material contained in information sheets.

JOB SHEETS

Job sheets are an integral part of each unit of instruction and the instructor should be able to demonstrate the skills outlined. Procedures specified in job sheets give direction for each skill being taught and allow both student and teacher to check student progress. Job sheets provide a ready outline to students and furnish potential employers an outline of the types of skills being taught.

ASSIGNMENT SHEET

Assignment sheets give direction to study and furnish activities which provide application of the material contained in the information sheet. These may be given to students for completion in class or for homework assignments. Answer sheets are provided for checking student progress.

UNIT TEST

Unit test questions have been constructed to measure student achievement of each specific objective listed on the objectives sheet. Individual test items may be pulled out and used as short tests to determine student achievement of a particular objective. This kind of testing may be used as a daily quiz and will help the teacher spot difficulties being encountered by students in their efforts to accomplish the terminal objective.

ANSWERS TO UNIT TEST

Test answers are provided for each unit. These may be used by the teacher and/or student for checking student achievement of the objectives.

PERSONALIZING AND LOCALIZING INSTRUCTIONAL UNITS

Carefully review the instructional units before using them in the classroom. In reviewing the units, you may find it necessary to localize and personalize the units based upon the needs of your students.

Units may be supplemented through use of audio-visuals, attention-getters, field trips, resource personnel, games and simulations, case studies, peer teaching, role playing, and personal experiences of both the teacher and students.

Various methods may be used in localizing a unit of instruction. You may wish to apply units of instruction to the local community, add additional materials from newspapers and magazines, invite local resource persons, and arrange for field trips.

In personalizing a unit of instruction, you may want to make the course content relevant to home and/or work situations. You may wish to involve students in planning a unit by using their own personal experiences. Involving students in presenting some of the material is sometimes an effective example of peer teaching.

Remember that as an instructor, you may wish to add any objectives to the units of instruction based on the individual needs of the student. If this procedure is followed, you must add the corresponding information in the information sheet, add any assignment or job sheets as deemed necessary, and construct a corresponding unit test item.

USOE CODE NUMBERS AND OCCUPATIONAL TITLES

14.0100 ACCOUNTING AND COMPUTING OCCUPATIONS

Planned learning experiences which include a combination of courses and practical experiences concerned with systematizing information about transactions and activities into accounts and quantitative records, and paying and receiving money.

14.0101 ACCOUNTANTS

Programs concerned with the paraprofessional duties supporting the accountant in organizing, designing, and controlling numerical and financial data.

Credit Analyst, Chief (banking)
Director, Utility Accounts (gov. ser.)
Estimator (profess. & kin.)
Lister (woodworking)

14.0102 BOOKKEEPERS

Programs concerned with computing, classifying, and recording numerical data to keep financial records.

Account-Information Clerk (light, heat, & power)
Insurance Clerk (medical ser.)
Account-Classification Clerk (clerical)
Audit Clerk (clerical)
Billing Control Clerk (light, heat, & power)
Bookkeeper (clerical) I
Bookkeeper (clerical) II
Classification-Control Clerk (clerical)
Commodity-Loan Clerk (banking)
Distribution Accounting Clerk (light, heat, & power)
Fixed-Capital Clerk (light, heat, & power)
General-Ledger Bookkeeper (clerical)
Medical-Voucher Clerk (insurance)
Mortgage-Loan-Computation Clerk (insurance)
Night Auditor (hotel & rest)
Reconcilement Clerk (banking)
Chart Calculator (light, heat, & power)
Dividend-Deposit-Voucher Quoter (insurance)
Insurance Clerk (clerical) II

14.0103 CASHIERS

Programs concerned with receiving and disbursing money in establishments other than banks, and usually involving the use of machines, including cash registers and change makers.

Money-Room Man, Head (amuse. & rec.)
Supervisor, Cashiers (light, heat, & power)
Cashier (clerical) I
Cashier, Currency Exchange (bus. ser.)
Cashier, Gambling (amuse. & rec.)
Cashier-Wrapper (ret. tr.)
Change-Booth Man (amuse. & rec.)
Drivers'-Cash Clerk (motor trans.)
Parimutuel-Ticket Cashier (amuse. & rec.)
Sheet Writer (amuse. & rec.)
Station Agent (r.r. trans.) II
Teller (light, heat, & power)
Money Counter (ret. tr.; whole tr.)
Money Counter (amuse. & rec.)

14.0104 MACHINE OPERATORS: BILLING, BOOKKEEPING, AND COMPUTING

Programs concerned with operations and procedures utilizing office machines for billing, posting, calculating, adding, listing, and mechanizing data (other than business data processing equipment).

Billing-Machine Operator (clerical)
Bookkeeping-Machine Operator (clerical) I
Bookkeeping-Machine Operator (clerical) II
Payroll Clerk (clerical)
Balance Clerk (clerical)
Bank-Reconcilation Clerk (clerical)
Adding-Machine Operator (clerical)
Audit-Machine Operator (clerical)
Calculating-Machine Operator (clerical)
Food Controller (hotel & rest)
Interline Clerk (r.r. trans.)
Policy-Value Calculator (insurance)
Tester, Recording and Checking (nonfer. metal alloys)
Food Tabulator, Cafeteria (hotel & rest)
Integrator Operator (clerical)
Proof-Machine Operator (banking)
Transit Clerk (banking)
Bursting-Machine Operator (clerical)

14.0105 TELLERS

Programs concerned with disbursing and receiving money in a bank and recording the transactions.

- Teller, Head (banking)
- Teller (banking)
- Teller, Collection and Exchange (banking)
- Teller, Note (banking)

14.0199 ACCOUNTING AND COMPUTING OCCUPATIONS, OTHER

Programs concerned with computing and accounting office occupations, including emerging occupations, which are emphasized in instruction but not classified above.

- Cost-And-Sales Record Supervisor (light, heat, & power)
- Crew Scheduler, Chief (air trans.)
- Field Cashier (const.)
- Manager, Statement Clerks (banking)
- Payroll Clerk, Chief (clerical)
- Statistician, Electric Power (light, heat, & power)
- Superintendent, Payroll Division (light, heat, & power)
- Supervisor, Accounts Receivable (light, heat, & power)
- Timekeeper, Chief (clerical)
- Floorman (motor trans.)
- Currency Sorter (banking)

14.0200 BUSINESS DATA PROCESSING SYSTEMS OCCUPATIONS

Planned learning activities which include a combination of courses and practical experiences concerned with business data processing systems and operations.

- Project Director Business Data Processing
- Manager Electronic Data Processing (profess. & kin.)
- Supervisor, Machine Records Unit (clerical)

14.0201 COMPUTER AND CONSOLE OPERATIONS

Programs concerned with operation of an electronic data processing computer, including reviewing program instructions, determining procedures for a specific run, readying equipment for operation, and manipulating and monitoring controls during operation.

Supervisor, Computer Operations (clerical)
Digital-Computer Operator (clerical)

14.0202 PERIPHERAL EQUIPMENT OPERATIONS

Programs concerned with the operation of equipment which is auxiliary or peripheral to the operation of the electronic data computer. Included are the operations of card-to-tape converters, tape-to-card converters, high speed printers, and related equipment.

Card-Tape-Converter Operator (clerical)
Computer-Peripheral-Equipment Operator (clerical)
High-Speed-Printer Operator (clerical)

14.020201 KEY PUNCH AND CODING EQUIPMENT OPERATORS

Programs concerned with operating alphabetic/numerical key punch machines for transcribing data from source materials and machines that print identification codes on wire, tape, plastic tubing, and other materials, including installing specified type, code letters, and symbols in mandrels.

Key-Punch Operator (clerical)
Data Typist (clerical)
Verifier Operator (clerical)
Tabulating-Machine Operator (clerical)
Sorting-Machine Operator (clerical)

14.0203 PROGRAMMERS

Programs concerned with converting symbolic statements of business problems to detailed logical flow charts for coding into computer language. Including analyzing all or part of a workflow chart of diagram representing a business problem by applying knowledge of computer capabilities subject matter, algebra, and symbolic to develop the sequence of program steps; conferring with supervisors and representatives of departments concerned with programs to resolve questions of program intent, output requirements, input data acquisition, extent of automatic programming, coding and modification, and inclusions of interval checks and controls; writing detailed logical flow charts in symbolic form to represent work order of data to be processed by a computer system, and to describe input, output, arithmetic, and logical operations involved, concerning detailed logical flow charts to language processable by computer; devising sample input data to provide testing of program adequacy; preparing block diagrams to specify equipment configurations; observing or operating a computer to test a coded program using actual or sample input data; correcting program errors by such methods as altering program steps and sequence; preparing written instructions (run book) to guide operating personnel during production runs; analyzing, revising, and rewriting programs to increase operating efficiency or to adapt to new requirements; compiling documentation of program development and subsequent revisions; and specializing in some instances in writing programs for one make and type of computer. (Included as 16.401 COMPUTER PROGRAMMER under TECHNICAL EDUCATION.)

Programmer, Chief, Business (profess. & kin.)
Programmer, Business (profess. & kin.)

14.0204 SYSTEMS ANALYSTS

Programs concerned with analyzing and designing commercial systems, data methods, systems and procedures, and processing business data. Activities include analysis of business problems such as the development of integrated production, inventory control and cost, and the formulation and refinement of an anaylsis system for conversion to a programmable form for application to an electronic data processing system.

Activities frequently involve conferences with (1) the project director of business data processing and department heads of units involved to ascertain specific output requirements such as types of breakouts, degree of data summarization, and formats for management reports; and (2) management personnel of operating units to revise plans for obtaining and standardizing input data.

Among other responsibilities of the system analyst are: the study of current or the development of new systems and procedures to devise workflow sequence; the analysis of alternative means of deriving input data to select the most feasible and economical method; and the development of process flow charts in outlines and detailed form for programming, indicating external verification points such as trial audit printouts. Responsibilities may also include directing the preparation of programs, but does not include major responsibilities for technical, scientific, or exotic mathematics applications. (included as 16.0402 SYSTEMS ANALYST TECHNOLOGY under TECHNICAL EDUCATION.)

Systems Analyst, Business-Electronic-Date
Processing (profess. & kin.)

14.0299 BUSINESS DATA PROCESSING SYSTEMS OCCUPATIONS, OTHER

Programs concerned with business data processing systems occupations including emerging occupations which are emphasized in instruction but not classified above.

14.0400 INFORMATION COMMUNICATION OCCUPATIONS

Learning experiences which include a combination of courses and practical experiences concerned with the distribution of information; e.g., by mail, telephone, telegraph, and in person.

14.0401 COMMUNICATION SYSTEMS CLERKS AND OPERATORS

Programs concerned with operating telephone switchboards and similar equipment for relaying incoming and interoffice calls; establishing connections between subscribers; supplying information; calculating charges; operating telegraph and similar equipment for transmitting and receiving messages.

Central-Office-Operator Supervisor (tel. & tel.)
Telephone Operator, Chief (clerical)
Private-Branch-Exchange Service Advisor (tel. & tel.)
Radio-Message Router (tel. & tel.)
Switching Clerk (tel. & tel.)
Clerk, Route (tel. & tel.)
Central-Office Operator (tel. & tel.)
Gamewell Operator (tel. & tel.)
Information Operator (tel. & tel.)
Switchboard Operator, Police District (gov. ser.)
Telephone Operator (clerical)
Telephone-Answering-Service Operator (bus. ser.)
Telefax Clerk (tel. & tel.)
Morse Operator (tel. & tel.)
Telegrapher (r.r. trans.)
Telegrapher Agent (r.r. trans.)

14.0402 CORRESPONDENCE CLERKS

Programs concerned with composing correspondence and related items for the purpose of obtaining or giving information.

Policyholders'-Information Clerk (insurance)
Correspondence Clerk (clerical)
Correspondence-Review Clerk (clerical)
Sales Correspondence (any ind.)

14.0403 MAIL AND POSTAL CLERKS

Programs concerned with preparing incoming and outgoing mail for distribution, including time stamping; reading, sorting and delivery of incoming mail, and sealing and stamping outgoing mail or packages; selling postage stamps and postal cards; writing money orders; computing mail costs; sorting outgoing mail; and recording daily transactions.

Mailing Supervisor (clerical)
Mail-Order Sorter (ret. tr.)
Parcel-Post Clerk (clerical)
Direct-Mail Clerk (clerical)
Mail Clerk (clerical)
Registered-Mail Clerk (banking)
Trust-Mail Clerk (banking)
Express Messenger (r.r. trans.)
Shipper (bus. ser.)
Distribution Clerk (gov. ser.)
Foreman, Mails (gov. ser.)
Post-Office Clerk (clerical)
Post-Office Clerk (gov. ser.)
Foreman, Carriers (gov. ser.)
Mail Carrier (gov. ser.)
Rural-Mail Carrier (gov. ser.)

14.0404 MAIL-PREPARING AND MAIL-HANDLING MACHINE OPERATORS

Programs concerned with operating machines to print names, addresses, and similar information on items such as envelopes, accounting forms and advertising literature; to address, fold, stuff, seal, and stamp mail; and to open envelopes.

Addressing-Machine Operator (clerical)
Envelope-Sealing-Machine Operator (clerical) I
Folding-Machine Operator (clerical)
Inserting-Machine Operator (clerical)
Sealing-and-Canceling-Machine Operator (clerical)
Wing-Mailer-Machine Operator (print. & pub.)

14.0405 MESSENGERS AND OFFICE BOYS AND GIRLS

Programs concerned with running errands; sorting and delivering letters, packages, and messages; furnishing workers with clerical supplies; and performing similar routine tasks in an office.

- Supervisor, Messengers (tel. & tel.)
- Telegraph Messenger (tel. & tel.) II
- Telegraph Messenger (tel. & tel.) I
- Aid, Route (tel. & tel.)
- Cash Boy (ret. tr.)
- Copy Boy (print. & pub.)
- Messenger (clerical)
- Runner (finan. inst.)
- Office Boy (clerical)

14.0406 RECEPTIONISTS AND INFORMATION CLERKS

Programs concerned with meeting the public through (1) answering telephone and information requests; (2) locating offices and employees; and (3) keeping records of callers, making appointments, interviewing people to secure required data, e.g., hospital admittance data, insurance data, and similar information.

- Admitting Officer (medical ser.) I
- Appointment Clerk (clerical)
- Hospital-Admitting Clerk (medical ser.)
- Information Clerk (clerical)
- Information Clerk (motor trans.; r.r. trans.)
- Out-Patient Admitting Clerk (medical ser.)
- Ray-Station Attendent (clerical)
- Receptionist (clerical)
- Registrar (gov. ser.)
- Registration Clerk (gov. ser.) II

14.0499 INFORMATION COMMUNICATION OCCUPATIONS, OTHER

Programs concerned with information communication occupations which are emphasized in instruction but not classified above, including emerging occupations.

- Cable Supervisor (tel. & tel.)
- Contract Clerk Supervisor (tel. & tel.)
- Foreman, Mail Room (print. & pub.)
- Manager, Delivery Department (tel. & tel.)

Meter Reader, Chief (light, heat, & power; waterworks)
Morse Supervisor (tel. & tel.)
Telefax Supervisor (tel. & tel.)
Contract Clerk Training Supervisor (tel. & tel.)
Counter Clerk (tel. & tel.)
Mail-Distribution-Scheme Examiner (gov. ser.)
Manager, Traffic (motor trans.) II
Weather Clerk (air trans.)
Wire-Photo Operator, News (print. & pub.)
Dispatcher, Maintenance Service (clerical)
Mailer (print. & pub.)
Mailer Apprentice (print. & pub.)
Clerk, Directory (tel. & tel.)
Meter Reader (light, heat, & power; waterworks)
Router (clerical)
Service Observer (tel. & tel.)
Tube Operator (clerical)
Clerk, Inspection (tel. & tel.)
Caller, Industrial (any ind.)
Supervisor, Survey Worker (clerical)
Survey Worker (clerical)
Credit Clerk (clerical) I
Library Assistant (library)
Reservation Clerk (clerical)
Tracer Clerk (clerical)
Compiler (clerical)
Medical-Record Clerk (medical ser.)
Messesnger, Bank (banking)
Broadcast Checker (radio & tv. broad.)

14.0700 STENOGRAPHIC, SECRETARIAL, AND RELATED OCCUPATIONS

Planned learning activities which include a combination of courses and practical experiences concerned with making, classifying, and filing records, including written communications.

14.0701 EXECUTIVE SECRETARY

Programs concerned with secretarial coordinating, expediting, and facilitating functions of the office for aiding the executive under his direction and in a confidential relationship.

Administrative Secretary (any ind.)

14.0702 SECRETARIES

Programs related to occupations concerned with carrying out administrative and general office duties, in addition to taking and transcribing dictation.

- Social Secretary (clerical)
- Legal Secretary (clerical)
- Medical Secretary (clerical)
- Secretary (clerical)

14.0703 STENOGRAPHERS

Programs concerned with taking shorthand or special writing of notes by hand or machines and transcribing them.

- Court Reporter (clerical)
- Stenographer (clerical)
- Stenographer, Print Shop (print. & pub.)
- Stenotype Operator (clerical)

14.0799 STENOGRAPHIC, SECRETARIAL AND RELATED OCCUPATIONS, OTHER

Programs concerned with stenographic, secretarial, and related occupations emphasized in instruction which are not classified above.

TABLE OF CONTENTS

Page

FOREWORD iii

USE OF INSTRUCTIONAL UNITS v

USOE CODE NUMBERS AND OCCUPATIONAL TITLES xi

Unit

14.0000 - OFFICE OCCUPATIONS - RELATED INFORMATION

I. PREPARING FOR A JOB INTERVIEW. 1

14.0100 - ACCOUNTING AND COMPUTING OCCUPATIONS

I. PERFORMING ROUTINE BANKING PROCEDURES. . . 1

II. PREPARING A PAYROLL. 69

III. PREPARING A BALANCE SHEET. 155

14.0400 - INFORMATION COMMUNICATIONS OCCUPATIONS

I. MEETING AND GREETING CALLERS 1

II. HANDLING APPOINTMENTS. 39

III. TELEPHONE COMMUNICATIONS 65

IV. COMPOSING WRITTEN COMMUNICATIONS 111

14.0700 - STENOGRAPHIC, SECRETARIAL, AND RELATED OCCUPATIONS

I. TAKING DICTATION IN SHORTHAND AND TRANSCRIBING 1

II. INCORPORATING BUSINESS ENGLISH IN WRITTEN AND ORAL COMMUNICATION 23

III. LOCATING AND UTILIZING STANDARD SOURCES OF INFORMATION 65

IV. PLANNING AND ORGANIZING WORK ACTIVITIES. . 97

Unit Page

V. PERFORMING PERSONNEL ACTIVITIES FOLLOWING COMPANY PROCEDURE. 129

VI. MAINTAINING EMPLOYER'S PERSONAL RECORDS. 165

VII. MAKING TRAVEL ARRANGEMENTS 219

VIII. ORGANIZING STAFF MEETINGS, CONFERENCES, AND CONVENTIONS. 257

[redacted]

14.0000

UNIT I

PREPARING FOR A JOB INTERVIEW

TERMINAL OBJECTIVE

At the completion of this unit, the student should be able to discuss office positions available, apply for an office position, role-play an interview, and accurately complete a Social Security number application. This knowledge will be evidenced through demonstration and by successfully completing a unit test.

SPECIFIC OBJECTIVES

After completing this unit of instruction, the student will be able to:

1. Discuss careers available in the office area.
2. List the sources of seeking employment.
3. Prepare a personal inventory.
4. Identify important points in writing a letter of application.
5. List points of a personal data sheet.
6. State information needed for filling out application forms.
7. Cite the types of clerical and civil service tests.
8. Identify qualifications and interests necessary in an interview.
9. Identify points in an interview follow-up.
10. Demonstrate the ability to:
    a. Write a letter of application.
    b. Compose a personal data sheet.
    c. Fill out an application blank.
    d. Complete a social security number application.
    e. Role-play an interview.

14.0000

UNIT I

PREPARING FOR A JOB INTERVIEW

SUGGESTED ACTIVITIES

I. Instructor:

   A. Provide objective sheet.

   B. Discuss objective sheet.

   C. Provide information sheet.

   D. Discuss information sheet.

   E. Make transparencies.

   F. Secure film(s).

   G. Provide assignment sheets.

   H. Discuss assignment sheets.

   I. Provide job sheets.

   J. Discuss job sheets.

   K. Give test and evaluate results.

II. Student:

   A. Read objective sheet.

   B. Participate in discussion of objective sheet.

   C. Read information sheet.

   D. Participate in discussion of information sheet.

   E. View transparencies.

   F. View film(s).

   G. Read assignment sheets.

   H. Complete assignment sheets.

   I. Read job sheets.

J. Complete job sheets.

K. Take test.

INSTRUCTIONAL MATERIALS

I. Included in this unit:

  A. Objectives

  B. Information sheet

  C. Transparency masters

    1. I-TM-1--Letter of Application

    2. I-TM-2--Personal Data Sheet

    3. I-TM-3--Application Blank

    4. I-TM-4--Follow-Up Letter

    5. I-TM-5--Let's Improve Our Looks

    6. I-TM-6--Appropriate Dress for the Interview - Female

    7. I-TM-7--Appropriate Dress for the Interview - Male

  D. Assignment sheets

    1. Assignment Sheet #1--Sources of Seeking Employment

    2. Assignment Sheet #2--Personal Inventory

    3. Assignment Sheet #3--The Follow-Up Letter

    4. Assignment Sheet #4--Social Security Application

  E. Answers to assignment sheets

  F. Job sheets

    1. Job Sheet #1--Student Survey

    2. Job Sheet #2--The Letter of Application, Personal Data Sheet, and Application Blank

    3. Job Sheet #3--The Interview

  G. Answers to job sheets

  H. Test

I. Answers to test

II. References:

A. Books

1. Blackledge, Walter L. and others. The Job You Want - How to Get It. 2nd ed. Cincinnati, Ohio: South-Western Publishing Co., 1975.

2. Brower, Edward and others. Business and Office Occupations Cluster - Introduction to Vocations. New Brunswick, New Jersey: Rutgers State University, 1975.

3. Everett, Elmerine. Office Education. A Curriculum Manual. Santa Fe, New Mexico: Vocational-Technical Division of the New Mexico State Department of Education, 1973.

4. Fisher, Robert. Intensive Clerical and Civil Service Training. 4th ed. Cincinnati, Ohio: South-Western Publishing Co., 1968.

5. Kushner, John A. and Helen Keily. How to Find and Apply for a Job. 3rd ed. Cincinnati, Ohio: South-Western Publishing Co., 1975.

6. Meehan, James R. and others. Clerical Office Procedures. 5th ed. Cincinnati, Ohio: South-Western Publishing Co., 1973.

7. Meehan, James R. and others. Secretarial Office Procedures. 8th ed. Cincinnati, Ohio: South-Western Publishing Co., 1972.

8. Puckett, Ann and others. Projects - Similation of Office Procedures for Vocational Office Education. Nashville, Tennessee: State Board of Vocational-Technical Education.

9. Ristau, Robert A. Exploring Clerical Careers. Cincinnati, Ohio: South-Western Publishing Co., 1974.

B. Bulletins

1. "Employment Abroad--Reference Sources". Department of Commerce, Washington, D.C. 20230

2. "Sources of Information on American Firms". Department of Commerce, Washington, D.C. 20230

C. Services

1. American Association of Medical Assistants, 1 East Wacker Drive, Suite 15110, Chicago, Illinois 60601

2. Allied Medical Professions and Services, 535 North Dearborn Street, Chicago, Illinois 60601

D. Additional references

1. Leslie, Louis and Kenneth Coffin. Handbook for the Legal Secretary. New York, New York: McGraw-Hill Book Company, 1968.

2. Miller, Besse Mae. Legal Secretary's Complete Handbook. 2nd ed. Englewood Cliffs, New Jersey: Prentice-Hall, Inc., 1970.

3. Smith, John Allan. School Secretary's Handbook. Englewood Cliffs, New Jersey: Prentice-Hall, Inc., 1962.

E. Films

1. "Office Education Series II," International Film Bureau, Inc., 332 South Michigan Avenue, Chicago, Illinois 60604

2. "Office Practice Series", Business Education Films, 5113 16th Avenue, Brooklyn, New York 11204

3. "Take a Letter from A to Z", McGraw-Hill, Inc., New York (NOTE: Free)

4. "The Right Touch", International Business Machines

14.0000

UNIT I

PREPARING FOR A JOB INTERVIEW

INFORMATION SHEET

I. Office Careers

  A. General positions

    1. Typist

    2. Clerk-typist

    3. Transcribing machine operator

    4. Junior stenographer

    5. Receptionist

    6. Office machine operator

  B. Specialized secretarial positions

    1. Legal secretary

      a. Qualifications

        (1) High degree of skill in shorthand and transcription

        (2) Extreme accuracy

        (3) Knowledge and understanding of legal procedures, legal instruments, court functions, and litigation procedures

        (4) Administrative and organizational ability

        (5) Judgement and integrity to maintain professional relationships

        (6) Post secondary program of one or two years

        (7) General office experience

      b. Duties

        (1) Deal with employer's clients and potential clients

(2) Follow legal code of ethics - everything about a client, a case, or document is confidential information

(3) Maintain a reminder system: date book, tickler files, and follow-up files

(4) Code, file, and retrieve legal papers and related correspondence

(5) Understand legal terminology

(6) Set up and type legal instruments

(7) Keep a record of court matters

2. Bilingual secretary

a. Qualifications

(1) Tactful

(2) Adaptable

(3) Junior college, senior college, or business school

(4) Clerical, English, and extensive foreign language skills

(5) Broad educational background

b. Duties

(1) Understand two or more languages

(2) Handle office pressures

(3) Translate business correspondence to and from at least one foreign language

(4) Speed international communications

(5) Take dictation in the native tongue in addition to a second language

(6) Transcribe notes in both languages

(7) Take dictation in one language and transcribe it in another

(8) Act as an interpreter

(9) Take notes at meetings, conferences or talks

    - (10) Translate correspondence to the employer's language
    - (11) Arrange social activities
    - (12) Supervise the work of clerical help

3. Education secretary

    a. Qualifications

        (1) Secretarial skills and knowledges

        (2) Liking for students

        (3) Ability to work with many types of people

        (4) Tact, diplomacy, empathy, loyalty, discretion

        (5) Ability to schedule work and meet deadlines

        (6) Ability to accomplish much in spite of repeated interruptions

        (7) Concern for saving the tax dollar

        (8) High school diploma with a business emphasis or college training

    b. Duties

        (1) Adjust to many situations

        (2) Supervise clerical employees and student help

        (3) Interpret school policies

        (4) Attend meetings

        (5) Handle appointments

        (6) Interview office assistants

        (7) Plan files and procedures

        (8) Prepare state and federal reports

        (9) Research

4. Executive secretary

   a. Qualifications

      (1) Two years of business school or junior college; some employers prefer a bachelor's degree.

      (2) Leadership, dignity, poise, tact, and diplomacy

      (3) Expertise in human relations

      (4) Ability to work well with people

      (5) Sincerity, enthusiasm, cheerfulness, honesty, dependability, persistence, and flexibility

      (6) Initiative, accuracy, good judgment, emotional stability, and intelligence

      (7) Broad, general education including behavioral sciences, business administration, and skill areas

   b. Duties

      (1) Be a clerical pacesetter.

      (2) Set example for other secretaries and clerical workers.

      (3) Use knowledge of company policies, rules, and philosophy.

      (4) Make quick decisions and handle emergency situations.

      (5) Assist top management in the overall problems to be solved.

      (6) Perform tasks normally handled by executives.

      (7) Screen applicants, conduct preliminary interviews, administer and score tests, contact employment agencies, and check references.

      (8) Authorize press releases, schedule conferences, communicate with the media.

      (9) Perform publicity duties, and keep abreast of community projects.

(10) Plan and conduct tours.

(11) Handle confidential material and files with discretion.

(12) Dictate routine correspondence.

5. Medical secretary

a. Qualifications

(1) Good grooming

(2) Cheerful personality

(3) Serene manner

(4) Emotional stability, pleasant voice, sensitivity, initiative, honesty, politeness, enthusiasm, loyalty, cooperation, and reliability

(5) Courteous, ambitious, efficient, and imaginative

(6) Sense of humor, good memory, and good health

(7) Ability to solve problems, make decisions, and accept responsibility

(8) Poise, tact, kindness, and sympathy

(9) Appropriate professional conduct

(10) Basic business training

(11) Knowledge of medical terms

(12) Background in science courses

(13) One-year post high school course

b. Duties

(1) Same business duties as a qualified secretary

(2) Greet patients, quote fees, dispatch and collect bills, complete insurance forms, determine charges, order medical supplies and drugs, assist patients.

(3) Make hospital reservations, procure nurses, arrange patients' payment terms, complete workmen's compensation forms, inventory supplies and drugs.

(4) Record patients' medical histories, take patients' temperature and pulse, measure patients, sterilize instruments and dressings, prepare trays for injections, maintain supplies in examination and treatment rooms, dispense medicine, assist in examinations, office surgery and treatment, prepare patients for examination, make routine lab tests, change dressings and bandages.

6. Technical secretary

a. Qualifications

(1) Interest in science

(2) Good general background of scientific knowledge

(3) Good technological vocabulary

(4) Familiar with techniques of reproducing mathematical symbols and equations, Greek letters and many involved formulas

(5) Statistical typing with extreme accuracy

(6) Well-organized

b. Duties

(1) Regular secretarial duties

(2) Maintain technical resource library.

(3) Research other libraries.

(4) Edit and proofread paper[illegible] and reports.

(5) Check specifications and standards.

(6) Record personal observations on simple experiments.

II. Sources of seeking employment

A. Employment agencies

1. Public - State Employment Commissions
2. Private - State licensed businesses which charge a fee for finding you a job

   (NOTE: Fees are charged on a percentage basis and only if you accept the position.)

B. Trade associations and unions - find jobs with apprenticeship programs.

C. Newspapers

D. School
   1. Placement office
   2. Counselors, teachers, principals

E. Friends or relatives

F. Organizations
   1. Manufacturing
   2. Mining
   3. Construction
   4. Transportation and public utilities
   5. Trade
   6. Finance, Insurance, and Real Estate
   7. Health services
   8. Community agencies
   9. Religious
   10. Communications
   11. Government
   12. Educational
   13. Professional

III. Prepare personal inventory

A. List everything that would have a bearing on your success.

1. Skills - typewriting, shorthand
2. Subjects studied
3. Hobbies
4. Your liking for people
5. Routine work you would enjoy
6. Early interests in life

B. Organize the information

1. Schooling
2. Early interests and routines enjoyed
3. Work experience
4. Abilities or talents
5. Skills
6. Machines
7. Physical details
8. Liking for people
9. Organization memberships
10. Appearance

IV. Letter of application

A. When a letter of application should be used

1. When an advertisement requests the application be made by mail
2. When responding to a "blind" advertisement

   (NOTE: A "blind" advertisement omits the employer's name and address and uses a post office or newspaper box number as an address.)

3. When making application to a large firm which has no employment office
4. When applying to a firm where no specific vacancy is known
5. When applying to a business out-of-town

6. When asked to do so by the prospective employer

B. Standards for a letter of application
   1. Attractive form and style
   2. Logical arrangement of information
   3. Free from typographical or English errors
   4. Brief and to the point
   5. Positive
   6. Clear ideas

C. Information to include in a letter of application
   1. Position applying for
   2. Reason for interest in position and firm
   3. How applicant's qualifications meet firm's needs
   4. References
   5. Mention of resume
   6. Request for an interview

V. Personal Data Sheet (Resume)

A. Standards for a Personal Data Sheet
   1. Logical
   2. Neat
   3. Correctly typed
   4. Brief
   5. Honest
   6. Emphasize important points through arrangement

B. Parts of a Personal Data Sheet (Resume)
   1. Personal characteristics
      a. Name, address, and telephone number
      b. Picture

        - c. Other personal data - birth date; age; height; weight; physical limitations; marital status; hobbies; social security number
    - 2. Education
        - a. School names and addresses
        - b. Dates attended
        - c. Major area and grade point average
        - d. Specific qualifications (Example: Typing rate)
        - e. Awards and activities
    - 3. Experience - most recent first
        - a. Name and address of company
        - b. Name of supervisor
        - c. Length of employment
        - d. Job description
    - 4. References - at least three names with addresses

      (NOTE: Be sure to ask their permission first.)
    - 5. Future goals and ambitions

VI. Application forms

- A. Important points to remember
    - 1. Have own pen or pencil.
    - 2. Complete all information.
    - 3. Be as neat as possible.
    - 4. Be sure you know or have all important numbers.

      (Example: Social Security number)
    - 5. Carry a summary sheet of key information.

      (Example: names, dates, addresses)
    - 6. Be honest as well as accurate.
- B. Typical application blank information

1. Personal information
    - a. Name, address, and telephone number
    - b. Social Security number
    - c. Age and sex
    - d. Height and weight
    - e. Physical condition
    - f. Military and marital status
2. Education
    - a. Elementary
    - b. High school
    - c. College
    - d. Other
3. Experience
    - a. Previous employers
    - b. Reason for leaving
    - c. Military
4. Nearest relative
5. Position applying for
6. References

VII. Types of Clerical and Civil Service Tests

- A. Typewriting performance tests
- B. Stenography performance tests
- C. Job situation tests
- D. General aptitude tests (English and math)
- E. Clerical aptitude tests
- F. General information tests
- G. State and federal Civil Service Tests

VIII. The interview

- A. Preparation
  - 1. Review personal inventory
  - 2. Learn about position applying for
  - 3. Learn about the employer and his business
    - a. From the yellow pages in the phone directory
    - b. From the company itself
    - c. From friends who work for the company
  - 4. Practice good health habits.
    - a. Body clean
    - b. Freshly shaven
    - c. Hair neat, clean, and trimmed
    - d. Hands and nails clean and trimmed
    - e. Make-up freshly applied
    - f. Teeth brushed
    - g. Mouthwash used
    - h. Clothing clean and pressed
    - i. Conservative clothing style
    - j. Hosiery free from runs
    - k. Socks coordinated with suit
    - l. Shoes clean and polished
- B. Interview manners - mental checklist
  - 1. Arrive alone a few minutes earlier than your appointment.
  - 2. Greet the interviewer by name and with a smile.
  - 3. Be cheerful and polite.
    - a. Do not interrupt.
    - b. Be sincere.
  - 4. Introduce yourself.

5. Shake interviewer's hand - optional.

   (NOTE: In a situation with a lady and a man, the man does not offer to shake hands unless the lady extends her hand first.)

6. Be seated only after the interviewer asks you to do so.

7. Let the interviewer take the lead.

8. Speak clearly, listen alertly and be interested.

9. Sit and stand erect.

10. Do not put your hat or coat on the interviewer's desk.

11. Avoid irritating habits, such as smoking, finger tapping, foot patting, etc.

12. Answer questions completely.

13. Know about the position you are applying for.

14. Have resume and other necessities ready for quick reference.

15. Think about how you are expressing yourself.

    a. Think before you answer.

    b. Use proper grammar. Do not swear or use slang.

    c. Try to understand interviewer's point of view.

    d. Do not overuse your hands in talking.

    e. Look directly at the interviewer.

16. Don't use flattery.

17. Be honest about your qualifications and experiences.

18. Speak well of others.

19. Be positive.

20. Accept competition gracefully.

21. Look for signs that the interview is over.

22. Thank the interviewer.

23. Leave promptly.

IX. Follow-up

A. Thank-you letter

1. Send within a day or two following the interview.

2. Be sure it meets typing and English standards.

3. Express your appreciation for the interview.

4. Summarize qualifications for and interest in the position.

5. Add any new emphasis that seems wise since the interview.

B. Check the results.

1. If you are not notified by a certain date, call or write the company to check the status of the position.

2. If someone else was selected, ask if the employer would be willing to explain why.

C. Correct weaknesses.

1. Review information in area of weakness.

2. Strengthen potential.

3. Prepare more extensively and persevere.

LETTER OF APPLICATION

145 Leslie Drive
Gordonville, PA 71000
Date

Mr. Jonathan Longfellow
98 Hollybrook Road
Gordonville, PA 71000

Dear Mr. Longfellow:

Mr. Ron Brooks, placement officer of Greenbrook High School, suggested that I apply for the bookkeeper-sales position that will be open in your store June 17. Please consider me an applicant for the position.

It is my understanding that keeping the store records does not require a full-time bookkeeper; consequently, the person who is employed must be willing to work part-time as a salesperson. The combination of duties appeals to me because I hope to work in retailing. In addition, this position would offer me the opportunity to become familiar with two important phases of store operation.

I believe I have the necessary qualifications for the position. As you will see from the enclosed data sheet, I have had two years of bookkeeping in high school including Retail Bookkeeping. Also, I have had a course in the principles of selling and have had some practical selling experience. Information regarding my general qualifications is given on the data sheet. A complete copy of my high school record will be furnished by the high school placement office if you desire it for your files.

May I have a personal interview at any time that is convenient to you? My home telephone number is 879-1900.

Sincerely yours,

Dennis L. Steele

Enclosure

PERSONAL DATA SHEET

NAME: Ronald B. Fredd AGE: 21 years

ADDRESS: 1980 Foerr
Derby, NM 34657
TELEPHONE: 788-5622

WEIGHT: 165 lbs. HEIGHT: 5'11" HEALTH: Excellent

EDUCATION: Graduate, Garland High School
Major in Business
Business School, New Orleans College, 1 year
Major in Business Administration

SUBJECTS STUDIED IN BUSINESS SCHOOL:

Business Administration--1/2 year
Business Math--1/2 year
Accounting--1 1/2 years
Business Law--1 year
Economics--1 year
Computer Science--1 year

STUDENT ACTIVITIES:

Treasurer of Business Club
Student member - Academic Council

SPECIAL SKILLS:

General bookkeeping; computer programing; business machines; 60 words a minute in typewriting; auditing

WORK EXPERIENCE:

Assistant bookkeeper, business department, J. C. Penney's Department Store, 1 summer.

Keypuncher, Computer Science Department, New Orleans College, part-time during year of enrollment.

Accounts Payable Clerk, Lynnwood Corporation, 1 summer.

REFERENCES:

Mr. Thomas Black, Manager, Penney's Department Store, New Orleans, LA 70101

Mr. Joseph Giglio, Head, Computer Science Department, New Orleans, LA 70101

Mr. Donald Lynwood, owner, Lynnwood Corporation, La Place, LA 70130

I-25

#1

an equal opportunity employer

APPLICATION FOR EMPLOYMENT

(Please Print)

COMPANY USE ONLY	DATE APPOINTED *Month* *Day* *Year*	REAPPOINTMENT: ☐ With continuous service ☐ Without continuous service	DIVISION		SALARY	INITIALS
	☐ HO ☐ HO Fld. ☐ Corp. ☐ Service	☐ Reg. ☐ Day ☐ Temp. ☐ Night _______ Hours Per Week	TITLE OR DESIGNATION	JOB NO. JOB LEVEL HOURS PER DAY:	VACANCY	TITLE CODE

DO NOT WRITE ABOVE THIS LINE

NAME *(First)* *(Middle)* *(Last)*		DO YOU ☐ Live with parents ☐ Live with other relatives ☐ Board ☐ Own your home ☐ Rent		DATE OF APPLICATION *(Month)* *(Day)* *(Year)*
RESIDENCE ADDRESS *(Street)* *(City or Town)* *(State)* *(Zip Code)*				DATES OF RESIDENCE FROM MO. YR. TO MO. YR.
PREVIOUS RESIDENCE *(Street)* *(City or Town)* *(State)* *(Zip Code)*				
PREVIOUS RESIDENCE *(Street)* *(City or Town)* *(State)* *(Zip Code)*				
TELEPHONE NUMBER	SOCIAL SECURITY NUMBER	ARE YOU A CITIZEN OF THE U.S.A.? ☐ YES ☐ NO		
HEIGHT	WEIGHT	ANY PHYSICAL DEFECTS? (What) ☐ Yes ☐ No		
FATHER'S OCCUPATION	FATHER'S EMPLOYER	EMPLOYER'S ADDRESS		
MARITAL STATUS ☐ Single ☐ Divorced ☐ Married ☐ Separated ☐ Widowed	MAIDEN NAME (OR WIFE'S MAIDEN NAME) *(First)* *(Last)*	IF DIVORCED GIVE DATE AND PLACE	NO. OF DEPEN.	AGES OF DEPENDENTS
HUSBAND'S OR FORMER HUSBAND'S NAME *(First)* *(Middle)* *(Last)*	HUSBAND'S (WIFE'S) OCCUPATION	HUSBAND'S (WIFE'S) EMPLOYER	EMPLOYER'S ADDRESS	

ACCOUNT COMPLETELY FOR YOUR TIME FROM THE FIRST YEAR OF HIGH SCHOOL TO THE PRESENT IN THE BOXES BELOW.

NAMES OF SCHOOLS ATTENDED	CITY & STATE	NO. OF YRS. Day	NO. OF YRS. Eve.	MAJOR SUBJECTS	GRAD. Mo.	GRAD. Yr.	GRADE AVERAGE	DEGREE

EXTRA-CURRICULAR ACTIVITIES (ATHLETICS, CLUBS, FRATERNITIES, ETC.)

HIGH SCHOOL ACTIVITY	HIGH SCHOOL OFFICES HELD	COLLEGE ACTIVITY	COLLEGE OFFICES HELD

SCHOLASTIC HONORS (SOCIETIES, AWARDS, SCHOLARSHIPS, ETC.)

COMB 654B ED 11-65

(SEE REVERSE SIDE)

I-27

ACTIVE SERVICE WITH UNITED STATES ARMED FORCES

BRANCH OF SERVICE	SERIAL NO.	RANK OR RATE AT DISCHARGE
DATE OF ENTRY (Mo.) (Day) (Yr.)	DATE OF SEPARATION (Mo.) (Day) (Yr.)	TYPE OF SEPARATION (i.e., Expiration of Enlistment, Medical, etc.)

PREVIOUS WORK EXPERIENCE - PART TIME AND FULL TIME (List in order, last employer first)

NAME OF COMPANY	CITY & STATE	TITLE	PERIOD OF EMPLOYMENT FROM Mo.	PERIOD OF EMPLOYMENT FROM Yr.	PERIOD OF EMPLOYMENT TO Mo.	PERIOD OF EMPLOYMENT TO Yr.

FOR WHAT SPECIAL KIND OF WORK HAVE YOU A PREFERENCE?	ARE YOU WILLING TO BE TRANSFERRED TO ANOTHER LOCATION? ☐ Yes ☐ No

WERE YOU REFERRED BY EMPLOYEE ☐ YES ☐ NO	IF YES, STATE NAME		DEPARTMENT
HAVE YOU ANY RELATIVES, FRIENDS OR ACQUAINTANCES NOW EMPLOYED BY ? ☐ YES ☐ NO	IF YES, STATE NAME	RELATIONSHIP	DEPARTMENT

CHARACTER REFERENCES *(Do not use the names of relatives or former employers).*

NAMES	ADDRESSES

I authorize investigation of all statements contained in this application blank if I am considered for employment and hereby authorize previous employers, personal references named, or any other person or persons to whom the Company may refer to give any and all information regarding my employment or scholastic standing together with any other information, personal or otherwise, that may or may not be on their records.

I understand that misrepresentation or omission of any fact called for hereon, or on any other statements made in connection with my request for employment, or receipt by the Company of unsatisfactory references, will be sufficient cause for dismissal from the Company's service if I shall have been employed.

Applicant's Signature ______________________________
(First) *(Middle)* *(Last)*

NOT TO BE COMPLETED BY APPLICANT

DATE OF INTERVIEW	COMMENTS

TO BE COMPLETED AFTER EMPLOYMENT

I have seen ____________

____

and am satisfied that

______ Month ______ Day ______ Yr.

is employee's correct date of birth.

______ INITIALS

FOLLOW-UP LETTER

1987 Illinois Drive
St. James, NJ 89324
Date

Mr. Harry T. Bowen, Head
Personnel Department
Royal Industries, Inc.
St. James, NJ 89324

Dear Mr. Bowen:

Thank you for the interview concerning the job opening in your accounting department. It was a pleasure to have the opportunity to talk with you about your prosperous company.

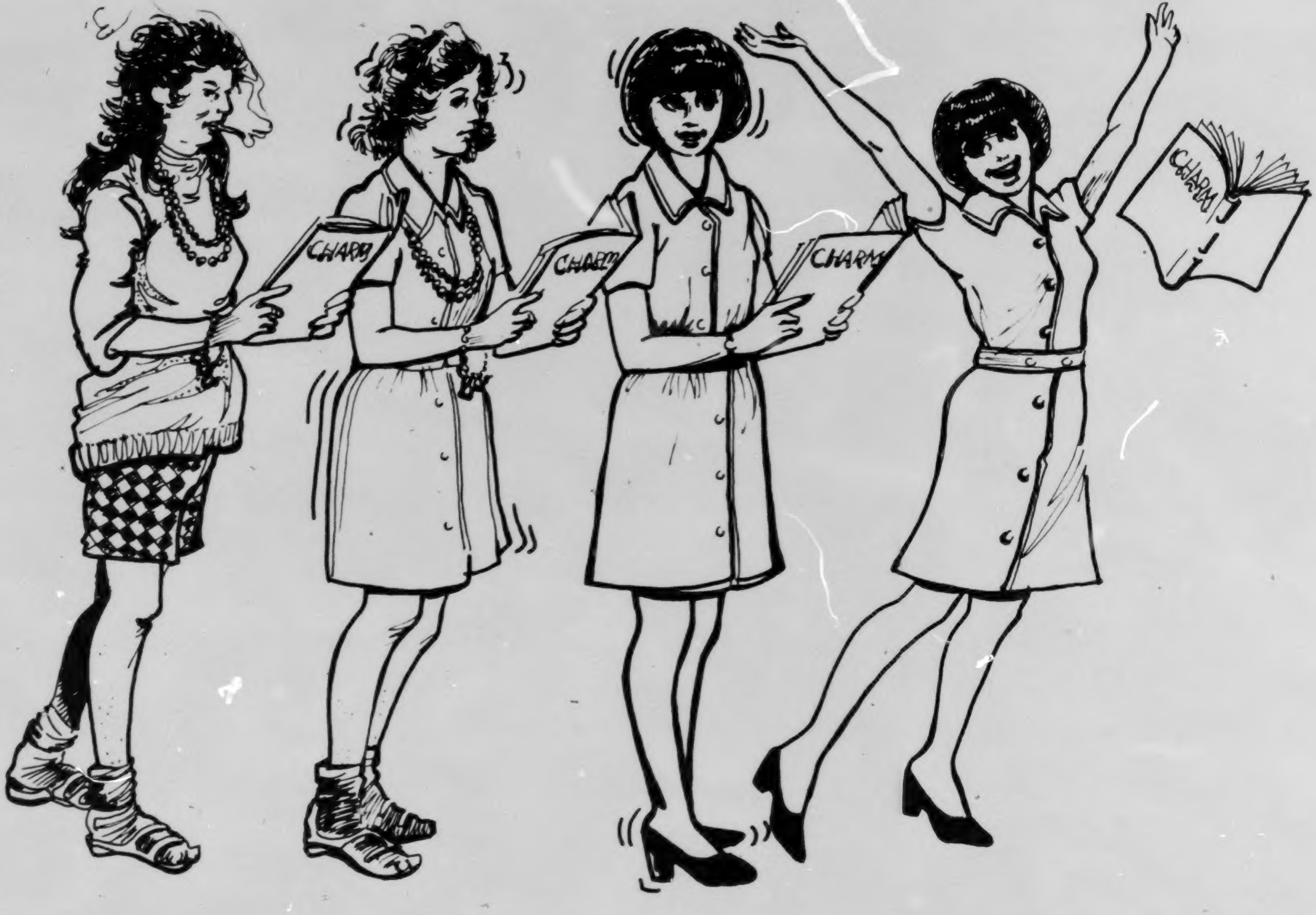
I believe the courses I took at Copiah Community College and my experience with the Drake and Gett Company during the past three summers have prepared me for the type of position you have open.

If any additional information is necessary, I can be reached by telephoning 843-1320.

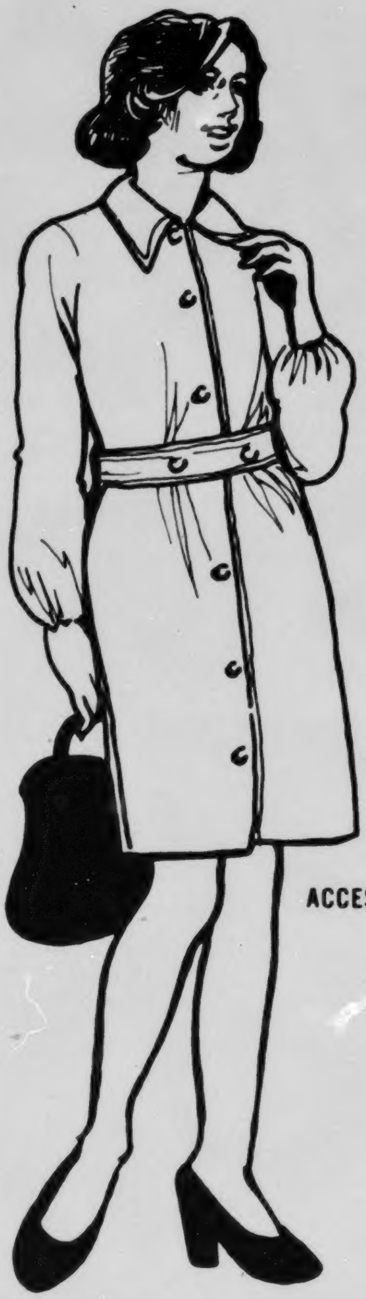
Sincerely yours,

Kerry H. Laferty

LET'S IMPROVE OUR LOOKS


CHARM
CHARM
CHARM
CHARM

APPROPRIATE DRESS FOR THE INTERVIEW —FEMALE

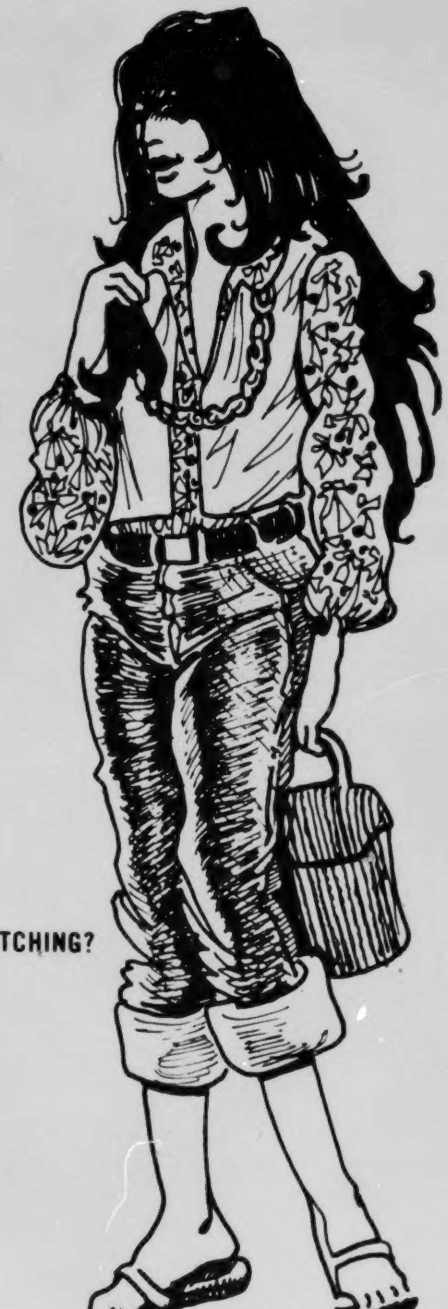


HAIR STYLE SIMPLE?

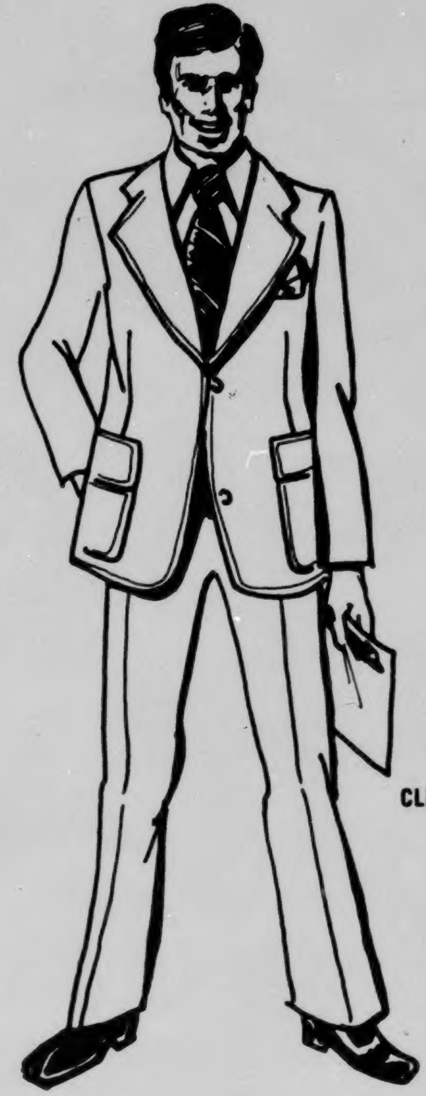
APPROPRIATE MAKEUP?

CONSERVATIVE DRESS?

ACCESSORIES - SIMPLE AND MATCHING?



APPROPRIATE DRESS FOR THE INTERVIEW – MALE



HAIR NEAT?

FRIENDLY?

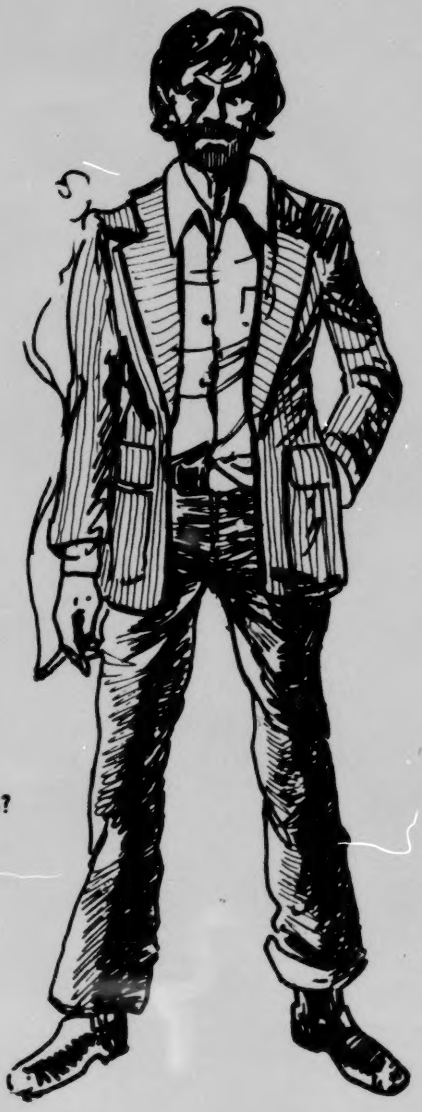
CLEAN SHAVE?

ON TIME?

PEN AND PAPER?

CLEAN AND NEAT CLOTHES?

SHOES SHINED?



14.0000

UNIT I

PREPARING FOR A JOB INTERVIEW

ASSIGNMENT SHEET #1--SOURCES OF SEEKING EMPLOYMENT

Directions: Hidden in the maze of letters are 13 sources of seeking employment. They are written backward and forward and may be found in either vertical, horizontal, or diagonal direction. Circle them as you find them.

```
S L I E S M T E L B C E S E V I T A L E R A S E B T L E S
E I K C M E H O B P Z L E T M O W A G L E S T A W I T E L
D T O I Y P I U E U W Q R O K J L N B R C X P I U L I D G
F H T F L Q A C K L S P I E G H N J M T S D L W D C J H L
V M E F O X I T N J D I L S K E K S O R D I J O N D K S L
A P E O J F R U K E S L N W O E I R U S L K D E X U E R F
K I R T G M S H E T G K W E C V R U I W L K G L O P T Y U
M C I N O W P T S F K A W K S O V M C N W A O K E K L S P
S L I E O K Q O T F L E T A O S W I E O T S L D K F J G H
N I E M W P M V N S L K D N R I F R O N F K S S I F J E L
O A M E X N C V E W I E U E E O D I E S L K R M N O I V C
I W E C R T Y U M I O P H A S M F M R D F G O H J K L M N
T B V A C X Z Q E W E C P O I M Y U Y M T R L E W Q F D S
A L K L K J H G S D A E S A W O Y O I N S T E I O R G H X
I G H P L K F R I E N D S S L I U M L R F V S E D C X S M
C O L L W S X E T D C R F P B Y H N U P J B N P K N I H V
O U G O C Y F X R Z D R M A R Y E F R B M T U H M U L I P
S Z A O Q X S W E C D E V F R B G I T N H E O Y N J S I U
S P O H I U Y T V R E W Q A S D N F G H J K C L M N N B V
A C X C A S L K D T Q W P O E C R I U Y T F D I J K O L S
E Q P S D A T N A W W O E I I R U Y T Z M X N C L B I V I
D Z P X O C I V B U N Y M P R E W Q A W Q S D R E B N F G
A Y T H J I I U K L P O A Z S A X C F D V B H G N M U K J
R T F C R R D X E S Z L W A Q P L M O K N I J B U H V P T
T Q W E P R T Y U I O P A S D F G H J K L Z X C V B N M I
```

14.0000

UNIT I

PREPARING FOR A JOB INTERVIEW

ASSIGNMENT SHEET #2--PERSONAL INVENTORY

Directions: Prepare a personal inventory.

A. First, list everything you can think of that would have a bearing on your success. Be sure to include your skills, subjects you have had in school, your hobbies, and your liking for people. In the area of your talents, consider two main factors - early interests in life and routine work enjoyed.

B. When you have listed everything you can think of, organize them into separate classifications.

C. Now take a legal sheet of paper, turn it lengthwise and write your headings across the top of the sheet. Underneath them list the items of your personal inventory.

D. When each item has been placed in its proper place, see if you can rank the categories in order of their importance to you. Mark the classifications: I - most important, II - next most important, and so on.

E. Now write the first three headings in order of classification. Whatever your three highest classifications may be, they will give you an insight into the type of work you will find most satisfying and in which you would be most productive and successful.

14.0000

UNIT I

PREPARING FOR A JOB INTERVIEW

ASSIGNMENT SHEET #3--THE FOLLOW-UP LETTER

Directions: Study the follow-up letter shown on the next page. In the space provided on this page, make a list of weaknesses and strong points you see. Explain why they are weaknesses or strong points and how they may be corrected.

WEAKNESSES

STRONG POINTS

14.0000

UNIT I

PREPARING FOR A JOB INTERVIEW

ASSIGNMENT SHEET #3 FOLLOW-UP LETTER

123 Any Road
Delight, OH 71430
May 2, 1976

Mr. L. D. John, Head
Personnel Department
McNally Enterprises
843 North Main
Delight, OH 71430

Dear Mr. John:

Thank you for my interview on April 15, 1976. I am sure I will be able to handle that secertarial position because of my qualifications you read on my personal data sheet. I will call you next week to check on the job. You need me as much as I need you.

Sincerely,

(Miss) Angel Waire

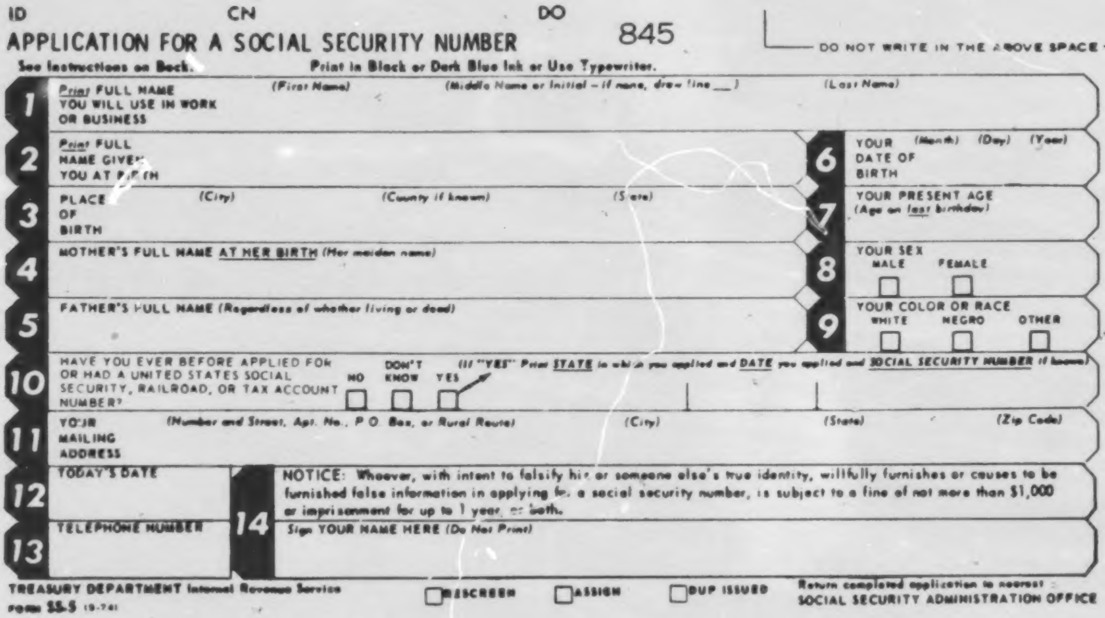
14.0000

UNIT I

PREPARING FOR A JOB INTERVIEW

ASSIGNMENT SHEET #4--SOCIAL SECURITY APPLICATION

Directions: Fill out the following social security card application properly. You may fill it out by hand or on the typewriter.



ID CN DO 845

APPLICATION FOR A SOCIAL SECURITY NUMBER

DO NOT WRITE IN THE ABOVE SPACE

See Instructions on Back. Print in Black or Dark Blue Ink or Use Typewriter.

1 Print FULL NAME YOU WILL USE IN WORK OR BUSINESS (First Name) (Middle Name or Initial – if none, draw line ___) (Last Name)

2 Print FULL NAME GIVEN YOU AT BIRTH

6 YOUR DATE OF BIRTH (Month) (Day) (Year)

3 PLACE OF BIRTH (City) (County if known) (State)

7 YOUR PRESENT AGE (Age on last birthday)

4 MOTHER'S FULL NAME AT HER BIRTH (Her maiden name)

8 YOUR SEX MALE ☐ FEMALE ☐

5 FATHER'S FULL NAME (Regardless of whether living or dead)

9 YOUR COLOR OR RACE WHITE ☐ NEGRO ☐ OTHER ☐

10 HAVE YOU EVER BEFORE APPLIED FOR OR HAD A UNITED STATES SOCIAL SECURITY, RAILROAD, OR TAX ACCOUNT NUMBER? NO ☐ DON'T KNOW ☐ YES ☐ (If "YES" Print STATE in which you applied and DATE you applied and SOCIAL SECURITY NUMBER if known)

11 YOUR MAILING ADDRESS (Number and Street, Apt. No., P.O. Box, or Rural Route) (City) (State) (Zip Code)

12 TODAY'S DATE

13 TELEPHONE NUMBER

14 NOTICE: Whoever, with intent to falsify his or someone else's true identity, willfully furnishes or causes to be furnished false information in applying for a social security number, is subject to a fine of not more than $1,000 or imprisonment for up to 1 year, or both.

Sign YOUR NAME HERE (Do Not Print)

TREASURY DEPARTMENT Internal Revenue Service
Form SS-5 (9-74)

☐ RESCREEN ☐ ASSIGN ☐ DUP ISSUED

Return completed application to nearest
SOCIAL SECURITY ADMINISTRATION OFFICE

14.0000

UNIT I

PREPARING FOR A JOB INTERVIEW

ANSWERS TO ASSIGNMENT SHEETS

Assignment Sheet #1

```
      E S               S E V I T A L E R               S
      C   E     B                                     E
      I     I     U                                 I
      F       C     S                             C
      F         N     I                         N
      O           E     N                     E
      T             G     E                 G
      N         S     A     S             A
S     E         T       T     S         T
N     M         N         N R   F     N     S
O     E         E         E E     I E       R
I     C         M       H     M   M R       O
T     A         E     C         Y     M     L
A     L         S   A         O   O     S   E
I     F     F R I E N D S   L       L       S
C     L         T         P           P     N
O     O         R       M           R   M   U
S     O         E     E           I       E O       S
S     H         V   E           N           C       N
A     C         D T           C               I     O
E     S D A T N A W         I                   L   I
D             V           P                       B N
A           I           A                           U
R         R           L                               P
T       P
```

Assignment Sheet #2

Evaluated to the satisfaction of the instructor.

Assignment Sheet #3

Weaknesses

1. She waited 17 days to send the letter. She should have written it a day or two after the interview.
2. It does not meet typing standards. For example, the word "secretarial" is misspelled and the letter is not attractively placed on the page.
3. She did not summarize her qualifications.

4. More paragraphs are needed.
5. The attitude reflected in the tone of her letter needs to be reevaluated as well as the attitude within herself.
6. She should have a number where she can be reached.

Strong points

1. She did write the letter.
2. She showed some appreciation.

Assignment Sheet #4

Evaluated to the satisfaction of the instructor.

14.0000

UNIT I

PREPARING FOR A JOB INTERVIEW

JOB SHEET #1--STUDENT SURVEY

I. Tools and equipment needed:

- A. List of questions
- B. Pen and paper

II. Procedures:

- A. Interview a secretary in the employment community. Be sure to make an appointment with her in advance. Obtain information from her as to the following: title; size of organization; qualification for position; ten duties most often performed in order of time spent on each.
- B. Write a brief job description.
- C. Tabulate results in class to provide a realistic sampling of job descriptions in the employment community.

14.0000

UNIT I

PREPARING FOR A JOB INTERVIEW

JOB SHEET #2--THE LETTER OF APPLICATION, PERSONAL DATA SHEET, AND APPLICATION BLANK

I. Tools and equipment needed:

- A. Newspaper "Want Ads"
- B. Typing utensils
  - 1. Paper
  - 2. Carbon
  - 3. Correcting utensil
  - 4. Typewriter
  - 5. Envelope (long)
- C. Paper and pen
- D. Transparency masters
  - 1. Letter of Application
  - 2. Personal Data Sheet
  - 3. Application Form
- E. Blank application form

II. Procedures:

- A. Research the want ads of newspapers to find a position with qualifications you meet and one that interests you.
- B. Compose a letter of application for the position and type it with a carbon copy for yourself. Be sure to address an envelope.
- C. Prepare a personal data sheet and type it with one carbon copy. (This is to correlate with the letter of application.)

D. Obtain an application blank from that business, if possible.

(NOTE: The teacher may provide other types of application forms when necessary.)

Fill in the application form by typing the appropriate information in the spaces provided.

E. Upon approval of the teacher, the student may mail the completed letter, data sheet, and application to the business.

(NOTE: This is left up to the discretion of the teacher.)

14.0000

UNIT I

PREPARING FOR A JOB INTERVIEW

JOB SHEET #3--THE INTERVIEW

I. Tools and equipment needed:

A. Equipment available to simulate an office

B. Employer's evaluation list

II. Procedures:

A. The students will prepare a list of questions and an evaluation sheet that a personnel manager might ask a potential employee for a general secretarial job that is available with his nationwide firm, McNally Enterprises.

B. One student, acting as the personnel manager, and one student, acting as the potential employee, will role-play the interview.

C. The entire class will observe the interview and rate the prospective employee on the prepared evaluation sheet. Conclusions and recommendations should also be written on the evaluation sheet.

(NOTE: The number of times the role-playing situation is repeated is left up to the discretion of the teacher.

Various secretarial positions may be used as the opening in the business if more than one role-playing situation is carried on.)

14.0000

UNIT I

PREPARING FOR A JOB INTERVIEW

ANSWERS TO JOB SHEETS

Job Sheet #1

The survey should be completed to the satisfaction of the instructor.

Job Sheet #2

The letter of application, personnel data sheet, and application form should be completed to the satisfaction of the instructor.

Job Sheet #3

The interview will be completed to the satisfaction of the instructor.

14.0000

UNIT I

PREPARING FOR A JOB INTERVIEW

UNIT TEST

1. Discuss careers available in the office area.

2. List the sources of seeking employment.

3. Prepare a personal inventory classification.

4. Identify important points in writing a letter of application.

5. List points of a personal data sheet.

6. State information needed for filling out application forms.

7. Cite the types of clerical and civil service tests.

8. Identify qualifications and interests necessary in an interview.

9. Identify points in an interview follow-up.

10. Demonstrate the ability to:
    a. Write a letter of application.
    b. Compose a personal data sheet.
    c. Fill out an application blank.
    d. Complete a Social Security number application.
    e. Role-play an interview.

    (NOTE: If these skills have not been accomplished prior to the test, ask the instructor when they should be completed.)

14.0000

UNIT I

PREPARING FOR A JOB INTERVIEW

ANSWERS TO UNIT TEST

1. There are many careers available in the office area. Some of the general positions are: typist, clerk-typist, transcribing machine operator, junior stenographer, receptionist, and office machine operator. There are also six specialized secretarial positions: legal, bilingual, education, executive, medical, and technical. These usually require post-high school education, a high degree of skill, proper attitudes, and special knowledges. Some of these might be: administrative ability, special terminology understanding, a high degree of shorthand skill, understanding two or more languages, and ability to handle extreme pressure.

2. a. Employment agencies
    (1) Public
    (2) Private
   b. Trade associations and unions
   c. Newspapers
   d. School
    (1) Placement office
    (2) Counselors, teachers, principals
   e. Friends, relatives
   f. Organizations

3. a. Schooling
   b. Early interests and routines enjoyed
   c. Work experience
   d. Abilities or talents
   e. Skills
   f. Machines

g. Physical details

h. Liking for people

i. Organization memberships

j. Appearance

4. a. When a letter of application should be used

(1) When an advertisement requests the application be made by mail

(2) When responding to a "blind" advertisement

(3) When making application to a large firm which has no employment office

(4) When applying to a firm where no specific vacancy is known

(5) When applying to an out-of-town business

(6) When asked to do so by the prospective employer

b. Standards for a letter of application

(1) Attractive form and style

(2) Logical arrangement of information

(3) Free from typographical or English errors

(4) Brief and to the point

(5) Positive attitude displayed

(6) Clear ideas

c. Information to include in a letter of application

(1) Position applying for

(2) Reason for interest in position and firm

(3) How applicant's qualifications meet firm's needs

(4) References

(5) Mention of resume

(6) Request for an interview

5. a. Standards for a personal data sheet
    - (1) Logical
    - (2) Neat
    - (3) Correctly typed
    - (4) Brief
    - (5) Honest
    - (6) Emphasize important points through arrangement.

   b. Parts of a personal data sheet (resume)
    - (1) Personal characteristics
        - (a) Name, address, and telephone number
        - (b) Picture
        - (c) Other personal data - birth date; age; height; weight; physical limitations; marital status; hobbies; social security number
    - (2) Education
        - (a) School names and addresses
        - (b) Dates attended
        - (c) Major area and grade point average
        - (d) Specific qualifications (Example: Typing rate)
        - (e) Awards and activities
    - (3) Experience - most recent first
        - (a) Name and address of company
        - (b) Name of supervisor
        - (c) Length of employment
        - (d) Job description
    - (4) References - at least three names with addresses

      (NOTE: Be sure to ask their permission first.)
    - (5) Future goals and ambitions

6. a. Important points to remember
    - (1) Have own pen or pencil.
    - (2) Complete all information.
    - (3) Be neat as possible.
    - (4) Be sure you know or have all important numbers.
    - (5) Carry a summary sheet of key information.
    - (6) Be honest as well as accurate.

   b. Typical application blank information
    - (1) Personal information
        - (a) Name, address, and telephone number
        - (b) Social security number
        - (c) Age and sex
        - (d) Height and weight
        - (e) Physical condition
        - (f) Military and marital status
    - (2) Education
        - (a) Elementary
        - (b) High school
        - (c) College
        - (d) Other
    - (3) Experience
        - (a) Previous employers
        - (b) Reason for leaving
        - (c) Military
    - (4) Nearest relative
    - (5) Position applying for
    - (6) References

7. a. Typewriting performance tests
   b. Stenography performance tests
   c. Job situation tests
   d. General aptitude tests (English and math)
   e. Clerical aptitude tests
   f. General information tests
   g. State and federal Civil Service Tests

8. a. Review personal inventory.
   b. Learn about the employer and his business.
   c. Good health habits.
   d. Interview manners
      (1) Be prompt.
      (2) Be cheerful and polite.
      (3) Answer questions completely.
      (4) Know about the position you are applying for.
      (5) Have resume and other necessities ready for quick reference.
      (6) Think about how you are expressing yourself.
      (7) Be honest about your qualifications and experiences.
      (8) Speak well of others.
      (9) Be positive.
      (10) Accept competition gracefully.

9. a. Thank-you letter
      (1) Send within a day or two following the interview.
      (2) Be sure it meets typing and English standards.
      (3) Express your appreciation.
      (4) Summarize qualifications and interests.
      (5) Add any new emphasis that seems wise since the interview.

b. Check the results.

(1) If you are not notified by a certain date, call or write the company to check the status of the position.

(2) If someone else was selected, ask if the employer would be willing to explain why.

c. Correct weaknesses.

(1) Review information in area of weakness.

(2) Strengthen potential.

(3) Prepare more extensively and persevere.

10. Evaluated to satisfaction of the instructor.

[redacted]

14.0100

UNIT I

PERFORMING ROUTINE BANKING PROCEDURES

TERMINAL OBJECTIVE

After completing this unit, the student will be able to prepare routine banking forms; describe procedures used in opening a checking account, in writing checks, and in reconciling a bank statement; discuss trust funds, savings accounts, and banking services; and cite steps in personal money management.

SPECIFIC OBJECTIVES

After completing this unit of instruction, the student will be able to:

1. Match terms associated with routine banking procedures with matching definitions.
2. Write a paragraph describing the procedure used in opening a checking account.
3. Cite the procedure for writing checks and check stubs.
4. Distinguish the difference between proper forms of endorsement for checks by writing a description of each.
5. Execute stop-payment orders for checks.
6. Recognize an overdraft and record transaction in the checkbook.
7. List in sequential order the procedure for reconciling a bank statement.
8. Discuss the procedures in opening a savings account.
9. Explain the types of savings accounts.
10. Differentiate between the two types of trust funds.
11. Briefly describe the five types of bank checks.
12. Supply answers dealing with other banking services: (a) letters of credit, (b) promissory notes, (c) trust service, (d) safe-deposit box, (e) savings bonds,

(f) utility payments, (g) income tax and other forms, (h) advise, and (i) foreign services.

13. Cite steps in personal money management.

14. Demonstrate the ability to:

    a. Write checks and check stubs.

    b. Open a checking account.

    c. Stop payment on a check.

    d. Reconcile a checkbook.

    e. Participate in a role-play situation.

    f. Complete a crossword puzzle using business terms.

    g. Complete a maze dealing with money management.

14.0100

UNIT I

PERFORMING ROUTINE BANKING PROCEDURES

SUGGESTED ACTIVITIES

I. Instructor:

  A. Provide objective sheet.

  B. Discuss objective sheet.

  C. Provide information sheet.

  D. Discuss information sheet.

  E. Show and discuss transparencies.

  F. Provide assignment sheets.

  G. Discuss assignment sheets.

  H. Provide necessary forms for completion of each assignment sheet.

    1. Signature card

    2. Deposit slip

    3. Checks with stubs

    4. Voucher checks

    5. Withdrawal slip

  I. Plan presentation from VOE students now employed in banks.

  J. Plan presentation of representative from local bank.

  K. Give test and evaluate results.

II. Student:

  A. Read objective sheet.

  B. Participate in discussion of objective sheet.

  C. Read information sheet.

- D. Participate in discussion of information sheet.
- E. View transparencies and participate in discussion.
- F. Read assignment sheets.
- G. Complete assignment sheets.
- H. Complete additional forms with each assignment sheet.
- I. Participate in discussions with bank representatives.
- J. Take test.

INSTRUCTIONAL MATERIALS

I. Included in this unit:

- A. Objectives
- B. Information sheet
- C. Transparency masters
    1. I-TM-1--Signature Card and Deposit Slip
    2. I-TM-2--Check and Check Stub
    3. I-TM-3--Check Endorsements
    4. I-TM-4--Check Register
- D. Assignment sheets
    1. Assignment Sheet #1--Opening a Checking Account with the Initial Deposit
    2. Assignment Sheet #2--Writing Checks and Check Stubs
    3. Assignment Sheet #3--Stopping Payment on a Check
    4. Assignment Sheet #4--Reconciling the Checkbook
    5. Assignment Sheet #5--Role-Playing
    6. Assignment Sheet #6--Crossword Puzzle Using Business Terms
    7. Assignment Sheet #7--Money Management Maze
- E. Answers to assignment sheets

F. Test

G. Answers to test

II. References:

A. Anderson, Ruth and others. Administrative Secretary. 2nd ed. New York: McGraw-Hill Book Company, 1976.

B. Baron, Harold and Solomon C. Steinfeld. Practical Record Keeping. 4th ed. Cincinnati: South-Western Publishing Co., 1975.

C. Brock, Horace R. and others. Accounting Basic Principles and Applications. 3rd ed. New York: McGraw-Hill Book Company, 1974.

D. DeBrum, S. Joseph and others. General Business. 10th ed. Cincinnati: South-Western Publishing Co., 1971.

E. Fries, Albert C. and others. Applied Secretarial Procedures. 7th ed. New York: McGraw-Hill Book Company, 1974.

F. Hanna, J. Marshall and others. Secretarial Procedures and Administration. 6th ed. Cincinnati: South-Western Publishing Co., 1973.

G. Huffman, Harry and Jeffrey R. Stewart, Jr. General Recordkeeping. 7th ed. New York: McGraw-Hill Book Company, 1976.

H. Huffman, Harry and others. Math for Business Careers. 4th ed. New York: McGraw-Hill Book Company, 1975.

I. Meehan, James R. and others. Secretarial Office Procedures. 8th ed. Cincinnati: South-Western Publishing Co., 1976.

J. Roman, John and Robert Finch. Family Financial Management. 3rd ed. Cincinnati: South-Western Publishing Co., 1970.

K. Rosenburg, R. Robert and others. Business Mathematics. 8th ed. New York: McGraw-Hill Book Company, 1975.

14.0100

UNIT I

PERFORMING ROUTINE BANKING PROCEDURES

INFORMATION SHEET - SECTION I

I. Terms and definitions

  A. ABA numbers--Identification numbers assigned to banks by the American Bankers Association

  B. Bank balance--The ending balance in a depositor's account after adding all deposits to the previous balance and subtracting the depositor's checks and service charge

  C. Bank service charge--A monthly charge made by a bank for maintaining a depositor's checking account

  D. Bank statement--The report the bank makes to a depositor showing his deposits, his withdrawals, and his ending bank balance

  E. Canceled check--A check that has been paid by the bank during the month and returned to the depositor with the monthly statement

  F. Check--An order in writing, signed by the depositor, ordering the bank to pay cash from the depositor's account

  G. Checkbook--A book, usually bound, containing blank checks, with a stub for each check

  H. Check stub--That part of the check form that is bound permanently in the checkbook and used for an immediate record of each cash payment as well as each deposit

  I. Checking account--An account with a bank that provides for the depositor to order payments to others from his bank balance by check

  J. Check protector (check writer)--A machine used to write the amount of a check in figures and in words

  K. Deposit--Amount placed in a checking account by the depositor

  L. Depositor--One in whose name cash is deposited

M. Deposit ticket (deposit slip)--Form provided by the bank for the depositor to list all cash and checks to be deposited in the bank

N. Dishonored check--A check that a bank refuses to pay

O. Drawer--The person who orders the bank to pay cash from an account

P. Duplicate check--Check prepared in duplicate with the duplicate copy being kept for reference purposes and for entering the transaction in the company records in lieu of a check stub

Q. Endorsement--The signature or stamp of the depositor on a negotiable instrument or check that transfers the ownership of the instrument or check to a bank or another party

R. Endorser--The one whose name is signed to a note, a check, or other similar instruments for the purpose of transferring it to another person

S. MICR--An abbreviation commonly used for "Magnetic Ink Character Recognition," special number characters printed along the bottom of a check or a deposit slip that can be read by automatic machines

T. NSF--An abbreviation commonly used for "not sufficient funds" in the drawer's account to pay the check

U. Outstanding check--A check that has been issued but not yet cashed at the bank

V. Outstanding deposit--A deposit that has been made, but which is not shown on the bank statement

W. Overdraft (overdrawn)--Lack of funds in the account to cover a check which has been written by a depositor

X. Payee--The person or firm to whom a promissory note or a check is made payable

Y. Postdated check--Check dated subsequent to the date of issue and which should not be deposited before the date specified on it

Z. Reconciling the bank statement--Checking the balance on the bank statement furnished by the bank with the balance recorded on the depositor's check stubs

AA. Signature card--The form a depositor signs to give the bank a sample of the authorized signature

BB. Stop payment order--Requested by the drawer to the bank to refuse payment on a check when it is presented

CC. Voiding a check--Writing the word "void" across the face of the check and the stub to indicate that the check and stub are not to be used

DD. Voucher check--A check that contains on its face, or on a detachable stub, the purpose for which the check is issued

EE. Withdrawal--Taking money out of an account, either by the depositor or by any other person who has been properly authorized to make withdrawals

II. Opening a checking account

A. Obtain the approval of an official of the bank so the bank may be reasonably sure that you are a responsible person who will use the account properly.

1. Introduced by a bank depositor

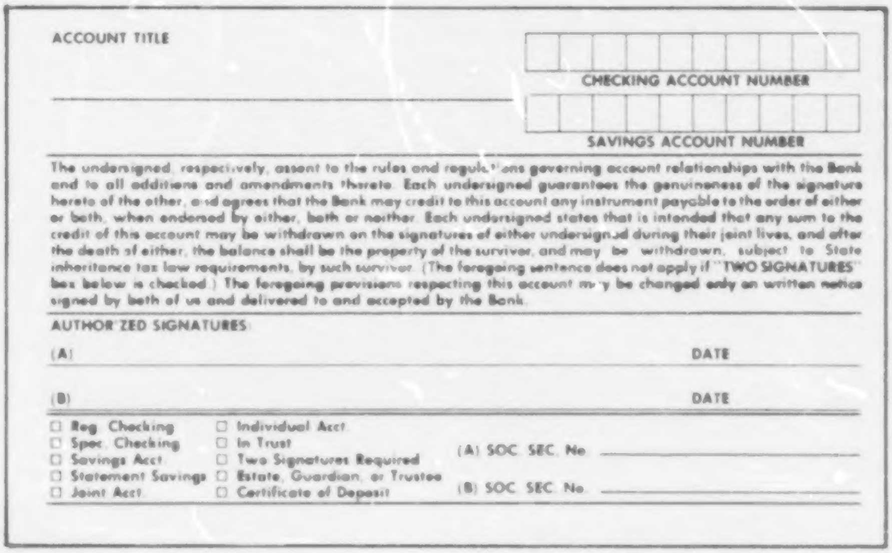
2. Have one or more references

B. Fill out signature card.

1. Card kept on file at the bank

2. When one or more persons are to sign checks, each must fill out a signature card.

3. Signature on checks should always agree with the signature on card which is filed at the bank.



ACCOUNT TITLE

CHECKING ACCOUNT NUMBER

SAVINGS ACCOUNT NUMBER

The undersigned, respectively, assent to the rules and regulations governing account relationships with the Bank and to all additions and amendments thereto. Each undersigned guarantees the genuineness of the signature hereto of the other, and agrees that the Bank may credit to this account any instrument payable to the order of either or both, when endorsed by either, both or neither. Each undersigned states that is intended that any sum to the credit of this account may be withdrawn on the signatures of either undersigned during their joint lives, and after the death of either, the balance shall be the property of the survivor, and may be withdrawn, subject to State inheritance tax law requirements, by such survivor. (The foregoing sentence does not apply if "TWO SIGNATURES" box below is checked.) The foregoing provisions respecting this account may be changed only on written notice signed by both of us and delivered to and accepted by the Bank.

AUTHORIZED SIGNATURES

(A) DATE

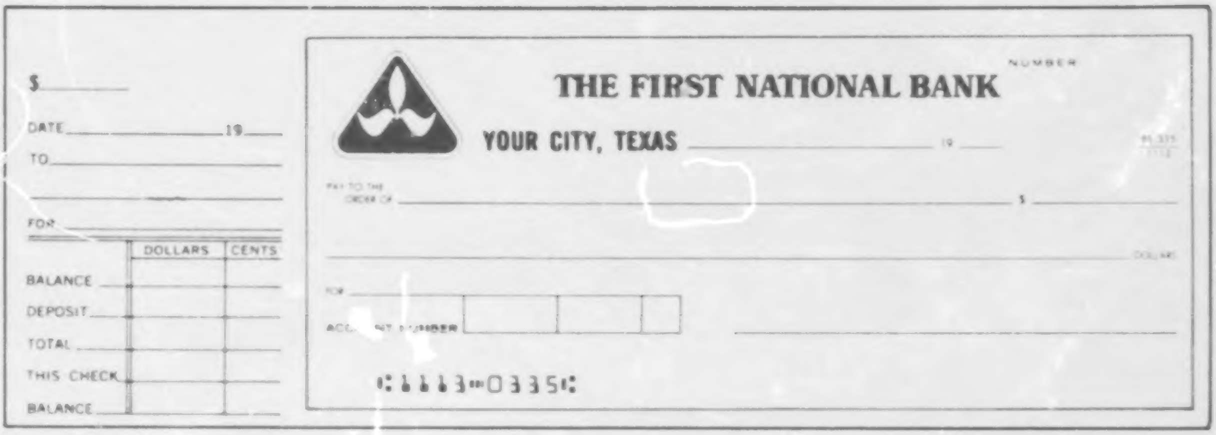
(B) DATE

☐ Reg. Checking
☐ Spec. Checking
☐ Savings Acct.
☐ Statement Savings
☐ Joint Acct.
☐ Individual Acct.
☐ In Trust
☐ Two Signatures Required
☐ Estate, Guardian, or Trustee
☐ Certificate of Deposit

(A) SOC. SEC. No. ______

(B) SOC. SEC. No. ______

C. Initial deposit - Temporary deposit slip will be provided by the bank on initial deposit.



$______

DATE__________19___

TO______________

FOR_____________

	DOLLARS	CENTS
BALANCE		
DEPOSIT		
TOTAL		
THIS CHECK		
BALANCE		

NUMBER

THE FIRST NATIONAL BANK

YOUR CITY, TEXAS ____________ 19___

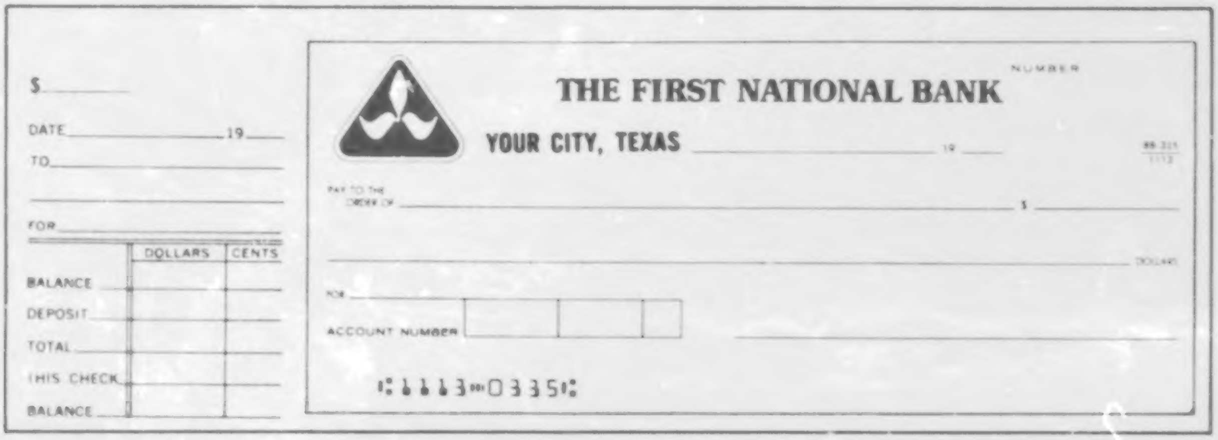
PAY TO THE ORDER OF ____________________ $______

____________________________ DOLLARS

FOR ____________

ACCOUNT NUMBER ☐☐☐ ________________

⑆1113⑈0335⑆



$______

DATE__________19___

TO______________

FOR_____________

	DOLLARS	CENTS
BALANCE		
DEPOSIT		
TOTAL		
THIS CHECK		
BALANCE		

NUMBER

THE FIRST NATIONAL BANK

YOUR CITY, TEXAS ____________ 19___

PAY TO THE ORDER OF ____________________ $______

____________________________ DOLLARS

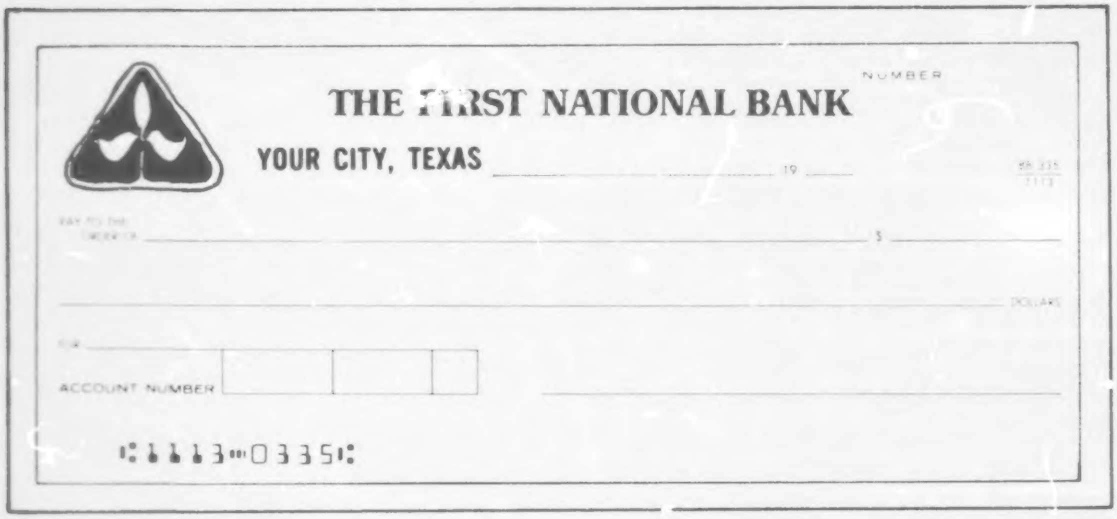
FOR ____________

ACCOUNT NUMBER ☐☐☐ ________________

⑆1113⑈0335⑆

D. Temporary checks

1. Temporary checks will be provided by the bank for use until printed checks are received.



NUMBER

THE FIRST NATIONAL BANK

YOUR CITY, TEXAS ______ 19 ___

PAY TO THE ORDER OF ______ $ ______

______ DOLLARS

FOR ______

ACCOUNT NUMBER

⑆1113⑈0335⑆

2. Use same signature as on the signature card filed with the bank.

3. Order checkbook.

   a. Select type.

      1) Wallet size

      2) Three on page, bound

   b. Select color.

   c. Give personal information.

      1) Name

      2) Address

      3) Telephone number

III. Writing checks and check stubs

A. Checks must be written properly.

1. Type checks or write in ink - do not use pencil.

2. Be sure each check is numbered. (Be sure the number is the same on the check and the stub.)

3. Date the check on the same day it is written. (Do not postdate.)

4. Write the full name of the payee. (Omit titles such as Mr., Dr., Captain, etc.)

5. Write the amount of the check close enough to the dollar sign to prevent anyone adding other figures to the amount. In spelling out the amount, start at the extreme left, capitalizing only the first letter, and expressing cents as fractions of one hundred.

   Examples:

   Nine hundred sixty-six and 36/100 - - - - Dollars
   Thirty-three and no/100 - - - - - - - - - - Dollars
   Only twenty-seven cents - - - - - - - - - - Dollars

   (NOTE: Fill in all blank space after the written amount with periods, lines, or hyphens to prevent anyone from changing the amount.)

6. Write the purpose for the check on the bottom of the check for record-keeping purposes.

7. Do not erase on a check. If an error is made, write the word "void" across the face of the check and check stub. Save the voided check and file it in numerical order with other canceled checks.

8. Do not make a check payable to "Cash" unless it is to be cashed immediately.

9. Sign check as the signature card is signed.

B. Check stubs provide information about the check.

   1. Check number

   2. Date

   3. Name of payee

   4. Amount

   5. Purpose

IV. Endorsement for checks

   A. All checks or money orders which are to be deposited must be endorsed on back of check at top of the left end.

      1. Handwritten in ink

      2. Rubber stamped

B. Types of endorsements

1. Restrictive endorsement

a. "For deposit only" written above signature of the endorser

1) Can only be deposited to account

2) Cannot be cashed by someone else

3) Little danger if check is misplaced, lost, or stolen

2. Blank endorsement

a. Signature only on the back of the check

1) Check payable to anyone who possesses it

2) Check should not be sent through mail.

3) Should be used only when check is to be cashed immediately

3. Endorsement in full or special endorsement

a. Shows name of person to whom check is being transferred

1) Requires signature of transferee

V. Stop payment order for checks

A. Stop payment order requests made for number of reasons

1. Lost

2. Stolen

3. Incorrectly written

4. Order for goods or services cancelled

B. Information required by bank to stop payment

1. Name of drawer

2. Date of the check

3. Amount of the check

4. Name of the payee

C. Confirmation letter required by bank - Gives written instructions to bank to immediately complete and execute stop-payment form

D. Usually a bank charge for stop-payment services

VI. Overdrafts

A. Occurs when a depositor writes a check on an account in which there is an insufficient amount of money to cover the full payment

1. Usually caused by incorrect calculation on previous bank stubs or by failing to enter checks on stubs which results in wrong checkbook balance. Should re-check stubs and bank balance.

B. Bank will return check to payee marked "Insufficient Funds."

C. Charge is made by bank for handling the overdraft. (Deduct this charge from bank balance.)

VII. Reconciling a bank statement

A. Statement of account gives information about the account and lists checks paid out during the month.

1. Beginning balance

2. Total deposits

3. Total checks

4. Service charge deducted

5. Ending balance for the month

B. Compare ending balance on statement of account with the checkbook balance. If balances are not the same, find why there is a difference.

C. Complete the following steps:

1. Arrange canceled checks in numerical order.

2. Place a checkmark on the stub of each check that has been returned.

D. Add total deposits not listed on the bank statement to the balance shown on bank statement.

E. Deduct the total amount listed on outstanding checks (those that have not been returned in bank statement) from the balance shown on bank statement.

F. Subtract the service charge listed on the bank statement from the checkbook balance. The amount remaining should agree with the balance shown on the bank statement after all outstanding checks have been deducted.

INFORMATION SHEET - SECTION II

VIII. Opening a savings account

(NOTE: Interest rates and rules for savings accounts vary in different banks.)

A. Choose a bank.

B. See person in charge of new accounts.

C. Account may be opened in one name or jointly with one or more additional persons.

D. Procedure for opening a checking account

1. Fill in signature card.
2. Be assigned a number.
3. Make a deposit.
4. Depositor receives duplicate copy of deposit slip as a receipt.
5. Depositor receives a savings account passbook for recording deposits and withdrawals.
6. Passbook shows interest earned and the balance of the account.

E. Checks cannot be written on a savings account, but money may be withdrawn by filling in a withdrawal slip and submitting it to the bank teller.

F. Bank pays interest on the amount deposited in a savings account.

IX. Types of savings accounts

A. Passbook savings

1. Has no set length-of-time requirements
2. May deposit or withdraw money
3. Pays less interest than other savings accounts
4. A record of savings may be kept in a passbook or reported in a computerized statement periodically.

B. Time deposits

1. Require money to be left in the bank for a specified period of time in exchange for higher interest rates

2. Have less financial flexibility because the bank requires thirty- to ninety-day notice before withdrawal

3. Usually have minimum deposits

C. Certificates of deposit

1. Require time to mature - from 1 to 6 years

2. Have highest interest rates

3. Available in amounts from several hundred to several thousand dollars

4. Withdrawal before maturity date results in a loss of interest.

X. Trust funds

A. Trust fund agreement - Bank holds and administers money and property as designated by person establishing the fund.

B. Corporate trust

1. Bank manages personal financial affairs when person is unable to do so, or when designed to do so.

2. Trusts can be designed to administer estates.

XI. Special bank checks

A. Bank draft

1. A check drawn by one bank on its funds in another bank

2. Used when sending money to firms in another city

B. Bank money order

1. Money order drawn on one bank to be cashed at another bank

2. Largest amount of money involved cannot exceed $500.

3. Usually used for sending relatively small amounts of money through the mail
4. Purchaser can buy as many money orders as needed.
5. Money orders are readily acceptable by everyone.
6. Money orders can be purchased at:
    a. Post offices
    b. Banks
    c. Western Union offices
    d. American Express offices

C. Cashier's checks
    1. Drawn on a bank on its own funds and given in exchange for cash or personal check
    2. Can be purchased and made payable to anyone named
    3. Used to transfer large amounts of money
    4. Used to establish a record of payment
    5. Made out to person or firm and requires endorsement in full before payment can be made

D. Traveler's checks
    1. Purchased at the bank
    2. Come in various denominations, starting with ten dollars
    3. Each check has serial number which is recorded at time of purchase.
    4. Buyer signs each check at the time of purchase and countersigns when cashing checks
    5. If traveler's check is stolen, a claim for refund can be entered by supplying serial number.

E. Certified checks
    1 Used when personal check is not acceptable

    Example: Transactions involving real estate

2. Person signs personal check, bank officer marks it "Certified," and adds an official signature.

XII. Other banking services

A. Letters of credit

1. Letter serves as introduction to another bank.
2. Letter states amount of money which can be drawn.
3. Usually start at $1,000.
4. Useful for person traveling

B. Promissory note

1. A written promise to pay a certain amount of money at a certain time
2. Includes the following information:
    - a. Date of the note
    - b. Principal of the note -- amount of money borrowed
    - c. Time from date of note to the date note is due
    - d. Payee -- person, bank, or business to which the money must be paid
    - e. Location -- place where loan is to be paid
    - f. Interest rate -- percent of interest paid for loan
    - g. Number of note -- each note has number assigned for record keeping
    - h. Maturity date -- date money is due
    - i. Maker -- person or business that signs the note and promises to pay back the money

C. Trust service

1. To hold and manage the stocks, bonds, real estate, and property of individuals and organizations
2. To help draw up a will and/or serve as executor and trustee under the will

D. Safe-deposit box

1. To protect valuable papers, keepsakes, and securities

2. May be rented for a fee through the Vault Department of the bank

3. Available in various sizes

4. Employer may give the secretary the responsibility of the office safe-deposit box

5. To open a safe-deposit box

a. Sign an entrance form which is verified with the original signature on the rental agreement.

b. Use owner's key and bank's key at the same time.

E. Savings bonds

1. Are available for purchase from banks

2. Offer technical information on bonds

F. Payment of utility bills

1. Sign an authorization card at the utility office.

2. Each month the bank automatically pays the utility company by draft and deducts the amount from the account.

G. Supplies income tax blanks and similar forms

H. Advise on financial problems

I. Foreign services

1. Cables money abroad

2. Receives foreign money for deposit

3. Offers traveler's checks in foreign currency

XIII. Personal money management

A. Know how to make money work for you.

B. Use money properly to accomplish its purpose.

C. Learn how to budget, save, and borrow.

D. Handle money efficiently.

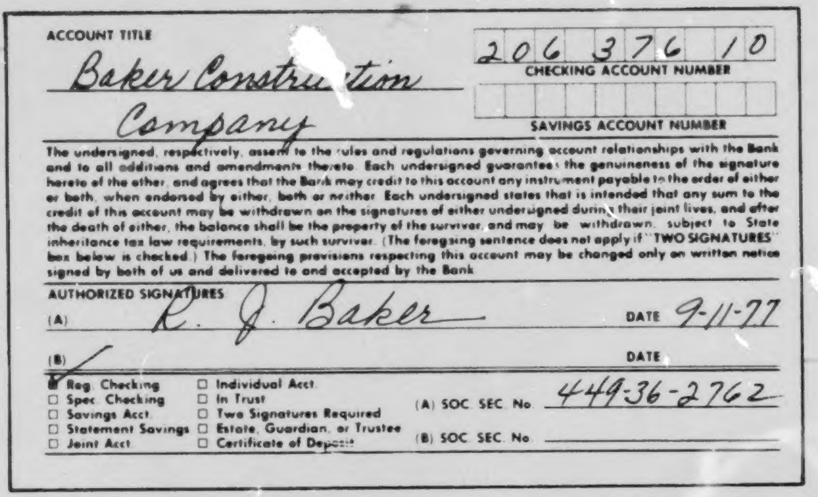
E. Keep good records.

F. Use a bank and the services it provides.

G. Choices should reflect future goals of a person and the desired life style.

H. Consider personal values, long-range goals, and secret aspirations.

SIGNATURE CARD



ACCOUNT TITLE

Baker Construction
Company

CHECKING ACCOUNT NUMBER	206 376 10
SAVINGS ACCOUNT NUMBER	

The undersigned, respectively, assent to the rules and regulations governing account relationships with the Bank and to all additions and amendments thereto. Each undersigned guarantees the genuineness of the signature hereto of the other, and agrees that the Bank may credit to this account any instrument payable to the order of either or both, when endorsed by either, both or neither. Each undersigned states that is intended that any sum to the credit of this account may be withdrawn on the signatures of either undersigned during their joint lives, and after the death of either, the balance shall be the property of the survivor, and may be withdrawn, subject to State inheritance tax law requirements, by such survivor. (The foregoing sentence does not apply if "TWO SIGNATURES" box below is checked.) The foregoing provisions respecting this account may be changed only on written notice signed by both of us and delivered to and accepted by the Bank.

AUTHORIZED SIGNATURES

(A) R. J. Baker DATE 9-11-77

(B) DATE

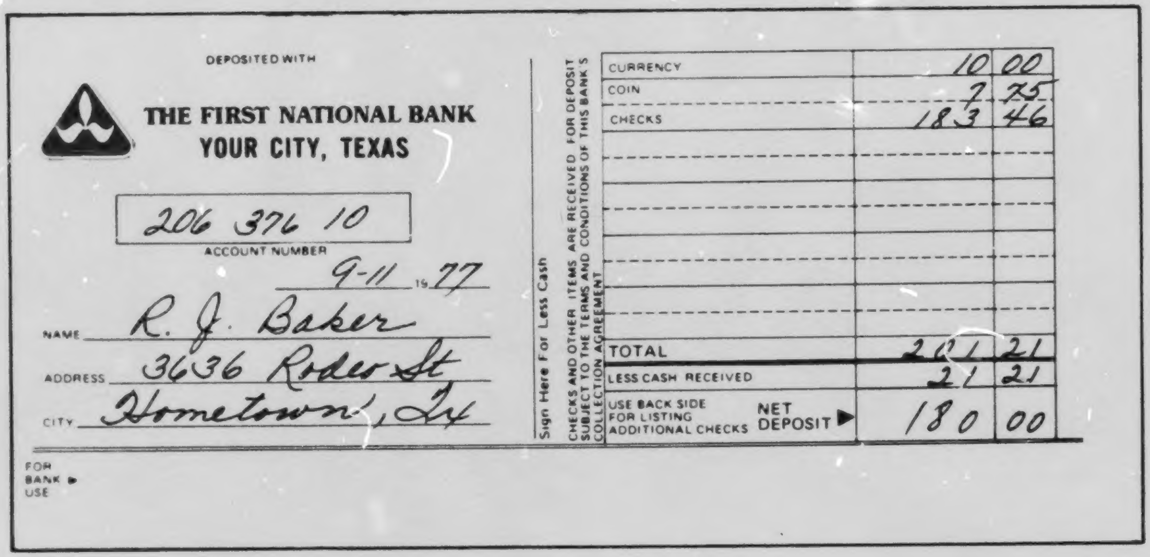
☒ Reg. Checking
☐ Spec. Checking
☐ Savings Acct.
☐ Statement Savings
☐ Joint Acct.

☐ Individual Acct.
☐ In Trust
☐ Two Signatures Required
☐ Estate, Guardian, or Trustee
☐ Certificate of Deposit

(A) SOC. SEC. No. 449-36-2762

(B) SOC. SEC. No.

DEPOSIT SLIP



DEPOSITED WITH

THE FIRST NATIONAL BANK
YOUR CITY, TEXAS

206 376 10
ACCOUNT NUMBER

9-11 19 77

NAME R. J. Baker

ADDRESS 3636 Roder St

CITY Hometown, Tx

FOR BANK ► USE

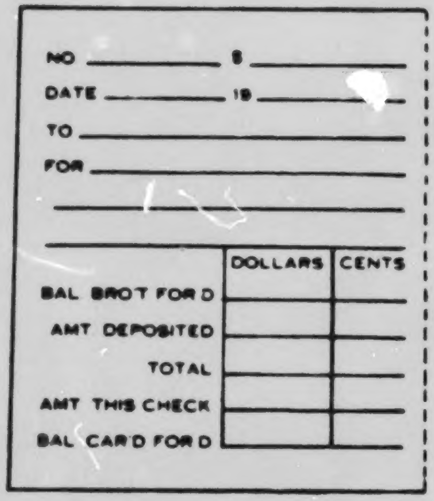
Sign Here For Less Cash

CHECKS AND OTHER ITEMS ARE RECEIVED FOR DEPOSIT SUBJECT TO THE TERMS AND CONDITIONS OF THIS BANK'S COLLECTION AGREEMENT

CURRENCY	10	00
COIN	7	75
CHECKS	183	46
TOTAL	201	21
LESS CASH RECEIVED	21	21
USE BACK SIDE FOR LISTING ADDITIONAL CHECKS NET DEPOSIT ►	180	00

I-23

CHECK STUB & CHECK



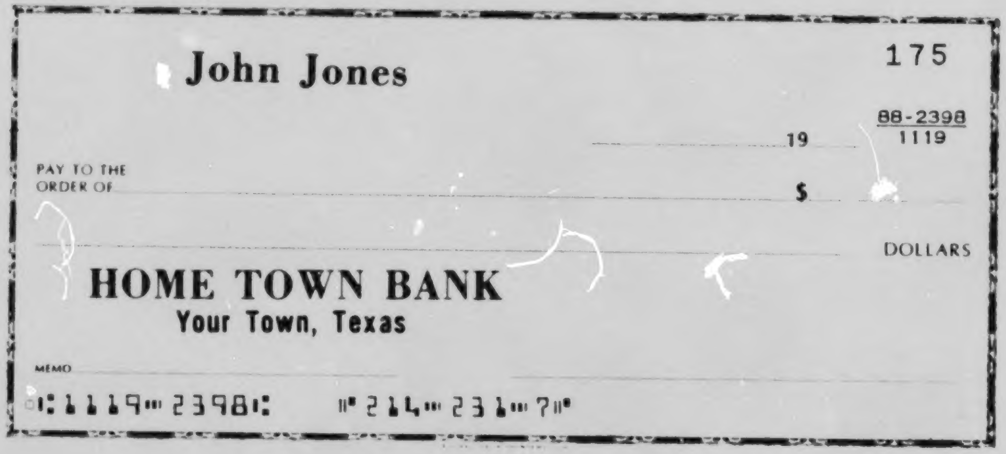
NO ________ $ ________

DATE ________ 19 ________

TO ________

FOR ________

	DOLLARS	CENTS
BAL BROT FOR'D		
AMT DEPOSITED		
TOTAL		
AMT THIS CHECK		
BAL CAR'D FOR'D		



John Jones

175

________ 19 ____

88-2398
1119

PAY TO THE
ORDER OF ________ $ ________

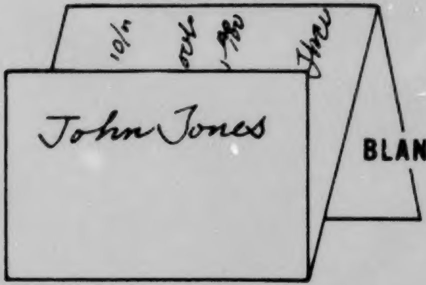
________ DOLLARS

HOME TOWN BANK
Your Town, Texas

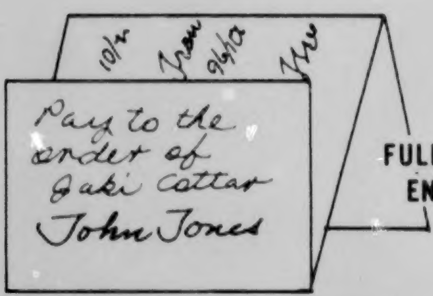
MEMO ________

⑆1119⑉2398⑆ ⑈214⑉231⑉7⑈

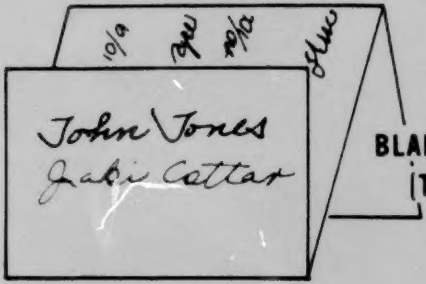
CHECK ENDORSEMENTS



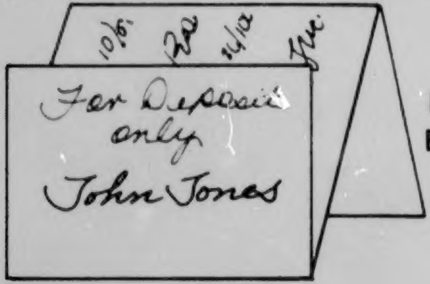
BLANK ENDORSEMENT


Pay to the
order of
Jaki Cottar
John Jones

FULL OR SPECIAL ENDORSEMENT


John Jones
Jaki Cottar

BLANK ENDORSEMENT (TWO PARTY)


For Deposit
only
John Jones

RESTRICTIVE ENDORSEMENT

CHECK REGISTER

PLEASE BE SURE TO **DEDUCT** ANY PER CHECK CHARGES OR SERVICE CHARGES THAT MAY APPLY TO YOUR ACCOUNT

CHECK NO	DATE	CHECKS ISSUED TO OR DESCRIPTION OF DEPOSIT	(−) AMOUNT OF CHECK	✓ T	(−) CHECK FEE (IF ANY)	(+) AMOUNT OF DEPOSIT	BALANCE

14.0100

UNIT I

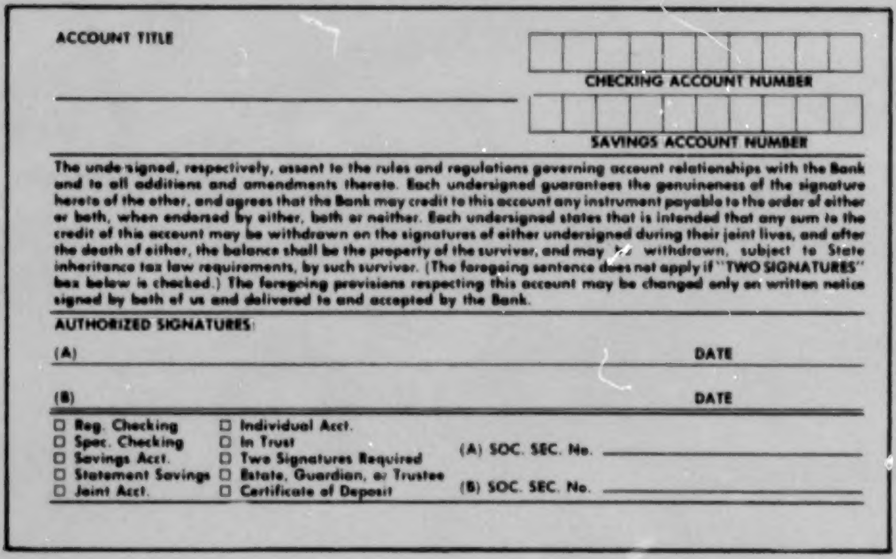
PERFORMING ROUTINE BANKING PROCEDURES

ASSIGNMENT SHEET #1--OPENING A CHECKING ACCOUNT WITH THE INITIAL DEPOSIT

Directions: Patsy Klansman, a typist for Rogers Realtors, has decided to open her own bank account. Mr. Rogers accompanies her to the bank and introduces her to Mr. Ralph Ainsley, the vice-president of First State Bank of Your City, Texas. He asks her to complete the following forms:

A. A signature card

(Use July 11 and the current year, your own social security number, address, etc.) Account number 763-102-26 has been assigned.



ACCOUNT TITLE

____

☐☐☐☐☐☐☐☐☐☐
CHECKING ACCOUNT NUMBER

☐☐☐☐☐☐☐☐☐☐
SAVINGS ACCOUNT NUMBER

The undersigned, respectively, assent to the rules and regulations governing account relationships with the Bank and to all additions and amendments thereto. Each undersigned guarantees the genuineness of the signature hereto of the other, and agrees that the Bank may credit to this account any instrument payable to the order of either or both, when endorsed by either, both or neither. Each undersigned states that is intended that any sum to the credit of this account may be withdrawn on the signatures of either undersigned during their joint lives, and after the death of either, the balance shall be the property of the survivor, and may be withdrawn, subject to State inheritance tax law requirements, by such survivor. (The foregoing sentence does not apply if "TWO SIGNATURES" box below is checked.) The foregoing provisions respecting this account may be changed only on written notice signed by both of us and delivered to and accepted by the Bank.

AUTHORIZED SIGNATURES:

(A) ______________________ **DATE** __________

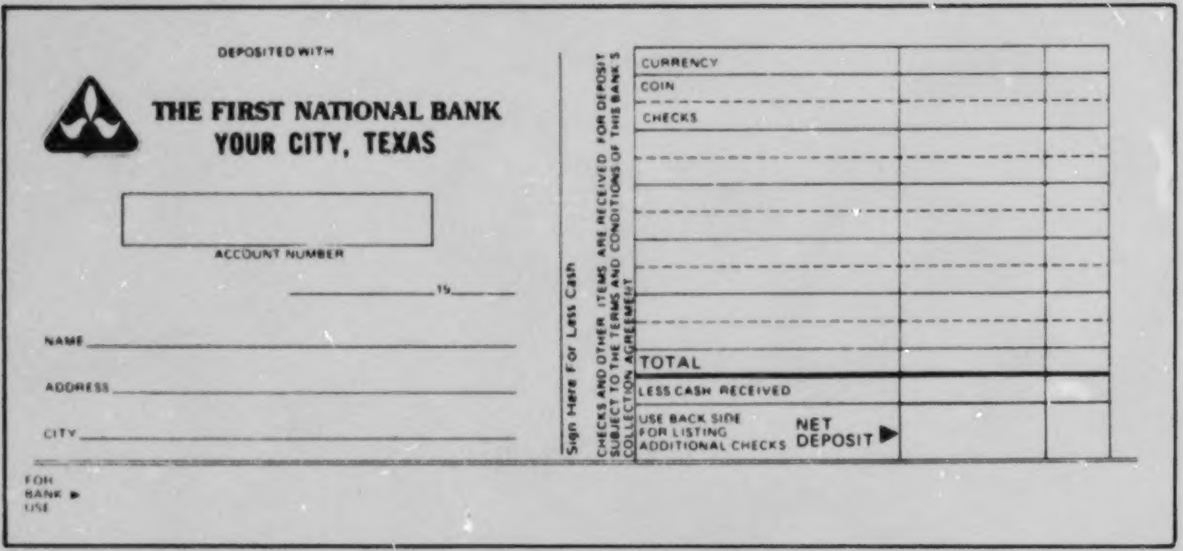
(B) ______________________ **DATE** __________

- ☐ Reg. Checking
- ☐ Spec. Checking
- ☐ Savings Acct.
- ☐ Statement Savings
- ☐ Joint Acct.
- ☐ Individual Acct.
- ☐ In Trust
- ☐ Two Signatures Required
- ☐ Estate, Guardian, or Trustee
- ☐ Certificate of Deposit

(A) SOC. SEC. No. ______________________

(B) SOC. SEC. No. ______________________

B. A deposit slip containing a check for $308.62 and $36 in currency and $.40 in coin. Total the columns.



DEPOSITED WITH

THE FIRST NATIONAL BANK
YOUR CITY, TEXAS

ACCOUNT NUMBER

____________ 19____

NAME ____________

ADDRESS ____________

CITY ____________

FOR BANK ► USE

Sign Here For Less Cash

CHECKS AND OTHER ITEMS ARE RECEIVED FOR DEPOSIT SUBJECT TO THE TERMS AND CONDITIONS OF THIS BANK'S COLLECTION AGREEMENT

CURRENCY		
COIN		
CHECKS		
TOTAL		
LESS CASH RECEIVED		
USE BACK SIDE FOR LISTING ADDITIONAL CHECKS NET DEPOSIT ►		

14.0100

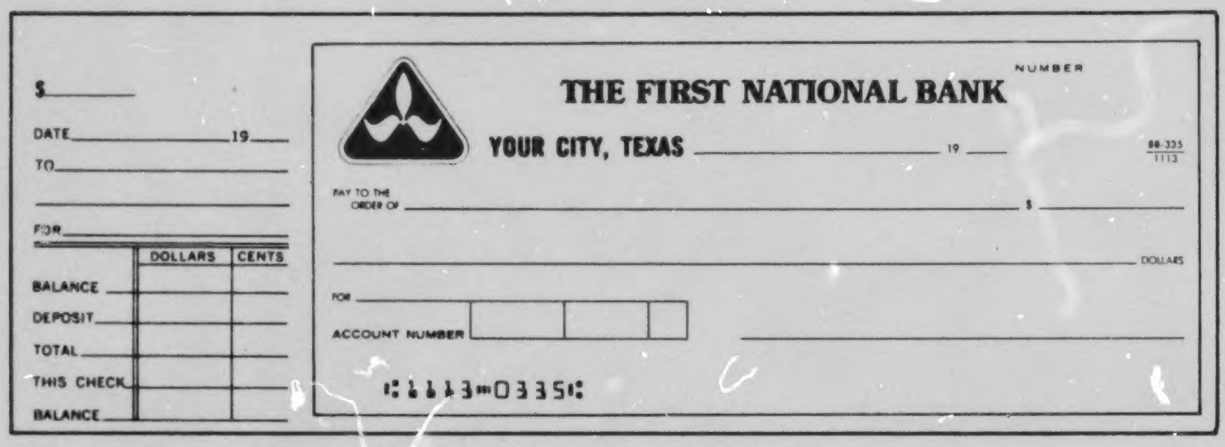
UNIT I

PERFORMING ROUTINE BANKING PROCEDURES

ASSIGNMENT SHEET #2--WRITING CHECKS AND CHECK STUBS

Directions: Patsy Klansman has 3 checks to write. Using the balance of the deposit in Assignment Sheet #1 as the balance brought forward, fill in the stubs and checks correctly.

A. July 16, 1977 Check #101 for $63.92 to Texas Utilities for June utility bill



$ ______

DATE ______ 19 ___

TO ______

FOR ______

	DOLLARS	CENTS
BALANCE		
DEPOSIT		
TOTAL		
THIS CHECK		
BALANCE		

NUMBER

THE FIRST NATIONAL BANK

YOUR CITY, TEXAS ______ 19 ___ 88-335/1113

PAY TO THE ORDER OF ______ $ ______

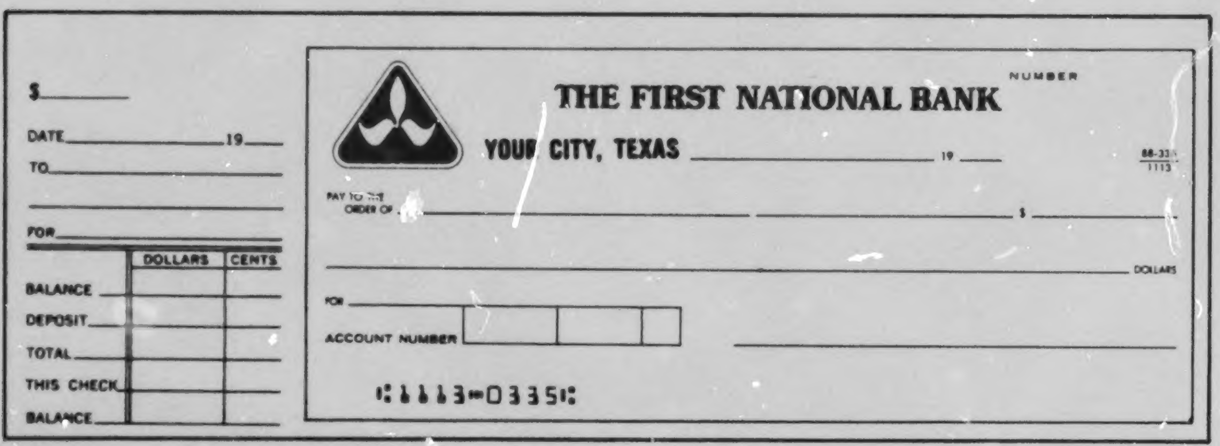
______ DOLLARS

FOR ______

ACCOUNT NUMBER

⑆1113⑈0335⑆

B. July 17, 1977 Check #102 for $31.31 to John's Grocery Store for groceries



$ ______

DATE ______ 19 ___

TO ______

FOR ______

	DOLLARS	CENTS
BALANCE		
DEPOSIT		
TOTAL		
THIS CHECK		
BALANCE		

NUMBER

THE FIRST NATIONAL BANK

YOUR CITY, TEXAS ______ 19 ___ 88-335/1113

PAY TO THE ORDER OF ______ $ ______

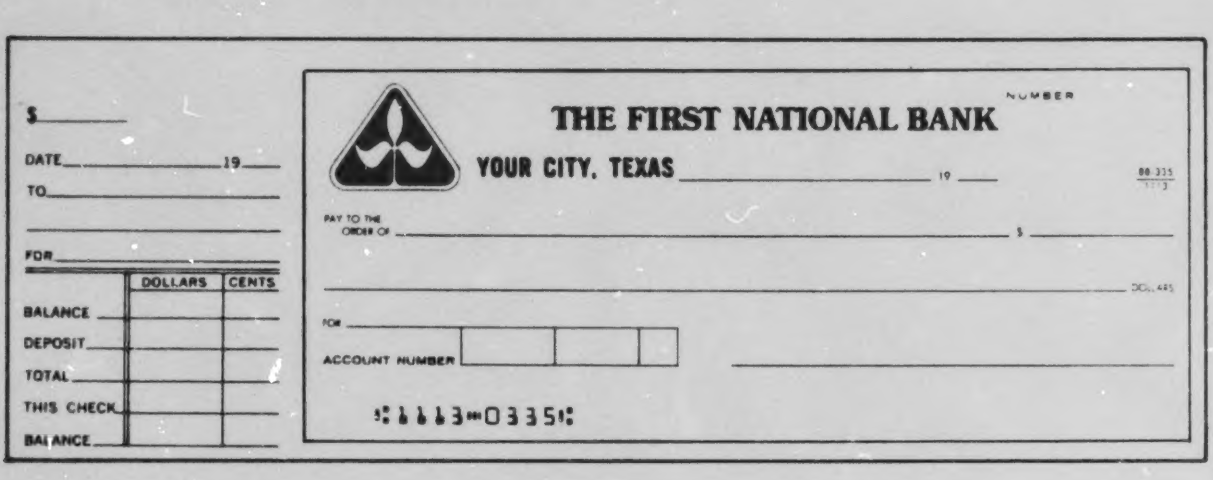
______ DOLLARS

FOR ______

ACCOUNT NUMBER

⑆1113⑈0335⑆

C. July 20, 1977 Check #103 for $15.06 to Kenneth's Shoe Store for new shoes



$ ______

DATE ______ 19 ___

TO ______

______

FOR ______

	DOLLARS	CENTS
BALANCE		
DEPOSIT		
TOTAL		
THIS CHECK		
BALANCE		

NUMBER

THE FIRST NATIONAL BANK

YOUR CITY, TEXAS ______ 19 ___

88-335 / 1113

PAY TO THE ORDER OF ______ $ ______

______ DOLLARS

FOR ______

ACCOUNT NUMBER ☐☐☐ ______

⑆1113⑈0335⑆

14.0100

UNIT I

PERFORMING ROUTINE BANKING PROCEDURES

ASSIGNMENT SHEET #3--STOPPING PAYMENT ON A CHECK

Directions: Patsy Klansman discovered that she had purchased shoes which were too small. When she returned the shoes to Kenneth's Shoe Store, they did not have a larger pair. They refused to return her money and insisted they would be happy to give her the right size in another style. Patsy did not like the business attitude displayed. She asked for a receipt and left the shoes there. She then decided to call the bank and stop payment on the check, knowing there would be a $3.00 service charge involved.

A. Write a confirmation letter to the bank giving instructions to stop payment.

B. Adjust the bank stubs in Assignment Sheet #2 accordingly.

14.0100

UNIT I

PERFORMING ROUTINE BANKING PROECDURES

ASSIGNMENT SHEET #4--RECONCILING THE CHECKBOOK

Directions: During the month of August, Patsy Klansman had written the following checks:

No. 203	$56.32	No. 210	$125.40
204	13.16	211	80.62
205	43.43	212	9.97
206	2.06	213	106.40
207	14.08	214	77.22
208	15.16	215	279.43
209	19.97	216	96.43

The check stub balance on August 1 was $369.73. The deposits for the month were as follows: $576.00, $162.00, $147.50, and $100.00. The bank statement for the month of August showed a balance of $558.19. A charge of $3.00 was deducted for monthly service. All checks had been returned with the bank statement except #206, 212, and 215. All deposits were shown on the statement except the last one.

Prepare the reconciliation of the bank statement on the form below.

RECONCILIATION OF BANK ACCOUNT

September 1, 1977

Balance as shown on bank statement . .	$	Balance as shown on checkbook	$
Add deposits not shown on this statement	______	Less August service charge	______
Less total checks outstanding	______		
Adjusted bank balance	$______	Adjusted checkbook balance	$______

14.0100

UNIT I

PERFORMING ROUTINE BANKING PROCEDURES

ASSIGNMENT SHEET #5--ROLE-PLAYING

Directions: Role-play a situation in which one student wishes to open a savings account and another is the new accounts clerk. Be sure to deal with the following: (a) filling out a signature card, (b) being assigned a number, (c) making a deposit, (d) opening the account in one or more names (Remember each person using the savings account must sign the signature card.), (e) deciding whether or not to have an established amount deposited each month, and (f) what type of savings account to open.

(NOTE: To make the play more realistic, use a signature card, deposit slip, and passbook.)

14.0100

UNIT I

PERFORMING ROUTINE BANKING PROCEDURES

ASSIGNMENT SHEET #6--CROSSWORD PUZZLE USING BUSINESS TERMS

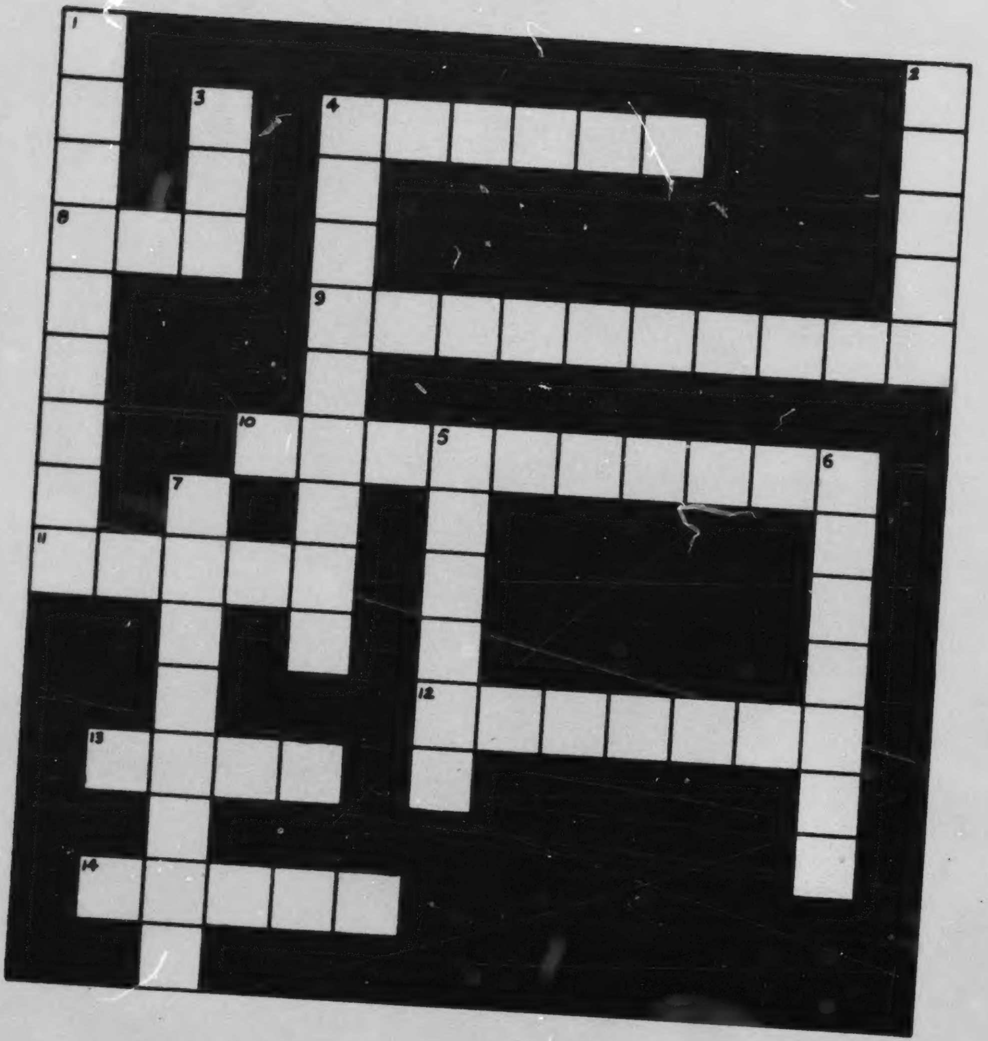
Directions: Complete the crossword puzzle.

DOWN:

1. Type of check used in real estate transactions
2. Type of check that cannot exceed $500.00
3. Safe-deposit __________
4. Type of trust where bank manages personal financial affairs
5. A signature card helps the bank to ______________ your signature.
6. Bonds available for purchase from banks
7. Check used to transfer large amounts of money

ACROSS:

4. Letters to serve as an introduction to another bank
8. Type of forms available at banks
9. Type of note promising to pay
10. Purchaser signs these checks at the time they are bought. (Include apostrophe)
11. A check drawn by one bank on its funds in another
12. Bank offers traveler's checks in _______________ currency.
13. Utility __________ payments
14. Service to hold and manage stocks, bonds, real estate, and property of individuals and organizations



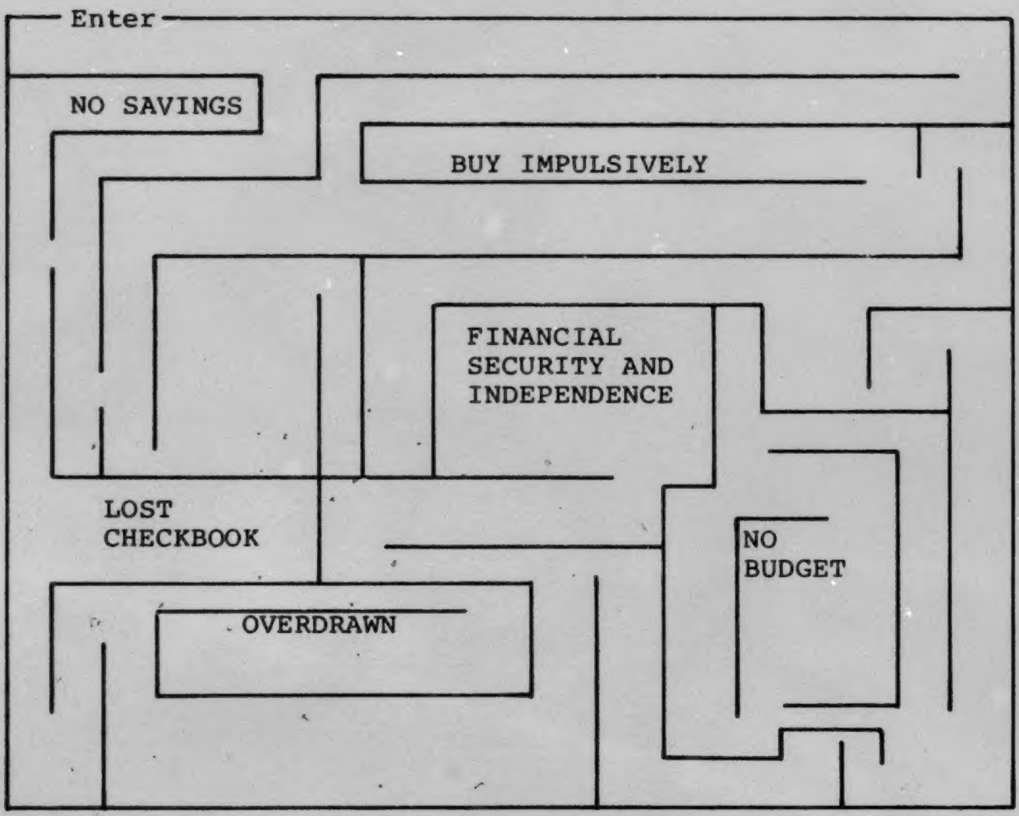
14.0100

UNIT I

PERFORMING ROUTINE BANKING PROCEDURES

ASSIGNMENT SHEET #7--MONEY MANAGEMENT MAZE

Directions: Draw a line to the center without crossing any lines.


Enter
NO SAVINGS
BUY IMPULSIVELY
FINANCIAL SECURITY AND INDEPENDENCE
LOST CHECKBOOK
NO BUDGET
OVERDRAWN

14.0100

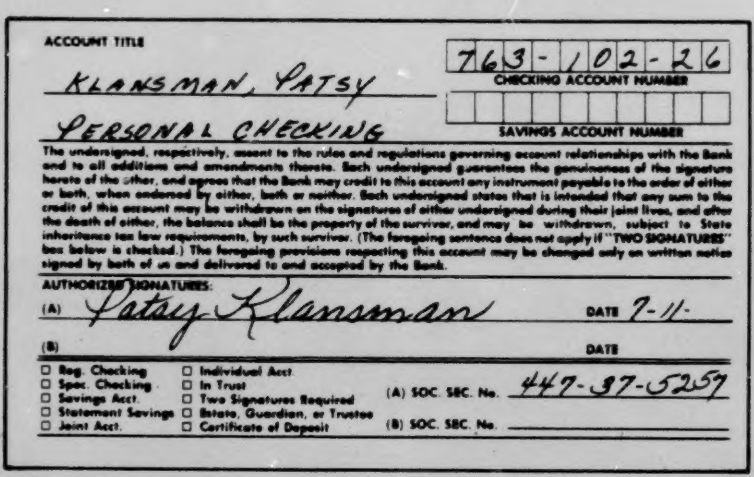
UNIT I

PERFORMING ROUTINE BANKING PROCEDURES

ANSWERS TO ASSIGNMENT SHEETS

Assignment Sheet #1

A.



ACCOUNT TITLE

KLANSMAN, PATSY

PERSONAL CHECKING

763-102-26
CHECKING ACCOUNT NUMBER

SAVINGS ACCOUNT NUMBER

The undersigned, respectively, assent to the rules and regulations governing account relationships with the Bank and to all additions and amendments thereto. Each undersigned guarantees the genuineness of the signature hereto of the other, and agrees that the Bank may credit to this account any instrument payable to the order of either or both, when endorsed by either, both or neither. Each undersigned states that is intended that any sum to the credit of this account may be withdrawn on the signatures of either undersigned during their joint lives, and after the death of either, the balance shall be the property of the survivor, and may be withdrawn, subject to State inheritance tax law requirements, by such survivor. (The foregoing sentence does not apply if "TWO SIGNATURES" box below is checked.) The foregoing provisions respecting this account may be changed only on written notice signed by both of us and delivered to and accepted by the Bank.

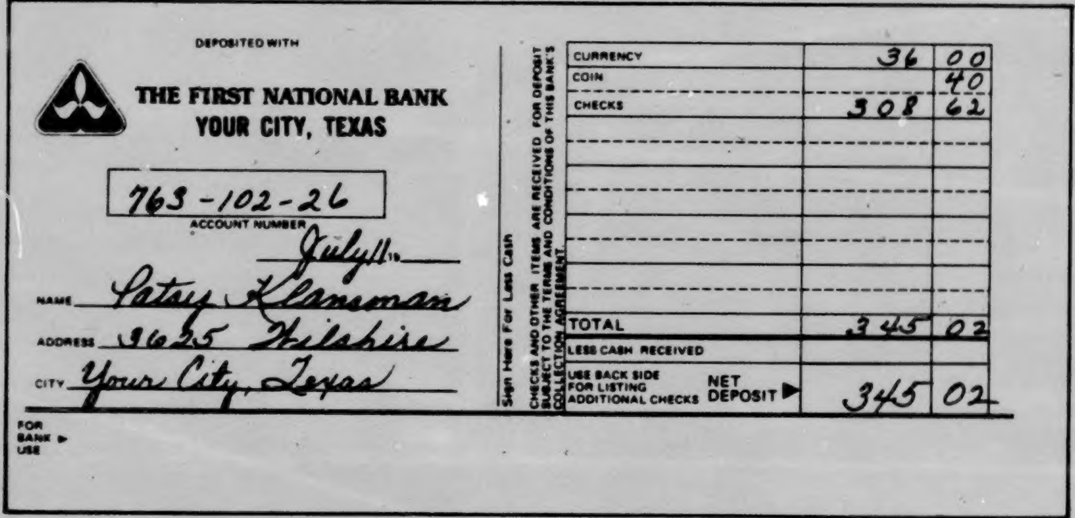
AUTHORIZED SIGNATURES:
(A) Patsy Klansman DATE 7-11-
(B) DATE

☐ Reg. Checking
☐ Spec. Checking
☐ Savings Acct.
☐ Statement Savings
☐ Joint Acct.

☐ Individual Acct.
☐ In Trust
☐ Two Signatures Required
☐ Estate, Guardian, or Trustee
☐ Certificate of Deposit

(A) SOC. SEC. No. 447-37-5257
(B) SOC. SEC. No.

B.



DEPOSITED WITH

THE FIRST NATIONAL BANK
YOUR CITY, TEXAS

763-102-26
ACCOUNT NUMBER

July 11 19

NAME Patsy Klansman
ADDRESS 9625 Wilshire
CITY Your City, Texas

FOR BANK ▶ USE

Sign Here For Less Cash

CHECKS AND OTHER ITEMS ARE RECEIVED FOR DEPOSIT SUBJECT TO THE TERMS AND CONDITIONS OF THIS BANK'S COLLECTION AGREEMENT.

CURRENCY	36	00
COIN		40
CHECKS	308	62
TOTAL	345	02
LESS CASH RECEIVED		
USE BACK SIDE FOR LISTING ADDITIONAL CHECKS NET DEPOSIT ▶	345	02

I-46

Assignment Sheet #2

A.

$ 63.92

DATE July 16 1977

TO Texas Utilities

FOR June

	DOLLARS	CENTS
BALANCE	345	02
DEPOSIT		
TOTAL		
THIS CHECK	63	92
BALANCE	281	10

NUMBER 101

THE FIRST NATIONAL BANK

YOUR CITY, TEXAS July 16 19__ 88-335/1113

PAY TO THE ORDER OF Texas Utilities $ 63.92

Sixty-three and 92/100 DOLLARS

FOR June Utilities

ACCOUNT NUMBER 763 102 26

Patsy Klansman

⑆1113⑈0335⑆

B.

$ 31.31

DATE July 17 1977

TO John's Grocery

FOR

	DOLLARS	CENTS
BALANCE	281	10
DEPOSIT		
TOTAL		
THIS CHECK	31	31
BALANCE	249	79

NUMBER 102

THE FIRST NATIONAL BANK

YOUR CITY, TEXAS July 17 19__ 88-335/1113

PAY TO THE ORDER OF John's Grocery $ 31.31

Thirty-one and 31/100 DOLLARS

FOR

ACCOUNT NUMBER 763 102 26

Patsy Klansman

⑆1113⑈0335⑆

C.

$ 15.06

DATE July 20 1977

TO Kenneth's Shoe Store

FOR Shoes

	DOLLARS	CENTS
BALANCE	249	79
DEPOSIT		
TOTAL		
THIS CHECK	15	06
BALANCE	234	73

NUMBER 103

THE FIRST NATIONAL BANK

YOUR CITY, TEXAS July 20 19__ 88-335/1113

PAY TO THE ORDER OF Kenneth's Shoe Store $ 15.06

Fifteen and 06/100 DOLLARS

FOR Shoes

ACCOUNT NUMBER 763 102 26

Patsy Klansman

⑆1113⑈0335⑆

Assignment Sheet #3

A.

July 28, 19--

Mr. Ralph Ainsley
Vice-President
First National Bank
3366 Wentworth Drive
Your City, Texas 77035

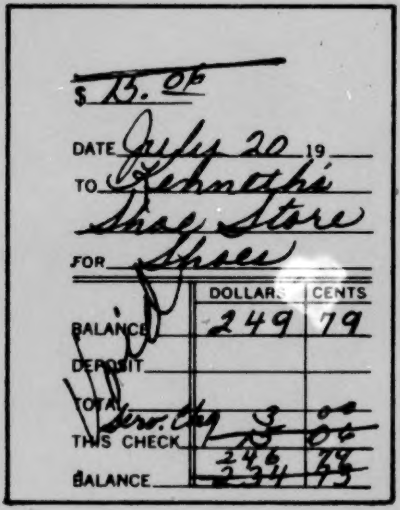
Dear Mr. Ainsley:

Please stop payment on check #103, dated July 20, to Kenneth's Shoe Store for the amount of $15.06. I realize there will be a $3.00 charge for this service.

Sincerely yours,

Patsy Klansman

B.



~~$ 15.06~~

DATE July 20 19___

TO Kenneth's Shoe Store

FOR Shoes

	DOLLARS	CENTS
BALANCE	249	79
DEPOSIT		
TOTAL Serv. Chg	3	00
THIS CHECK	~~15~~	~~06~~
	246	79
BALANCE	~~234~~	~~73~~

Assignment Sheet #4

RECONCILIATION OF BANK ACCOUNT

September 1, 1977

Balance as shown on bank statement. . .	$558.19	Balance as shown on checkbook	$369.73
Add deposits not shown on this statement	100.00	Less August service charge	3.00
	658.19		
Less total checks outstanding	291.46		
Adjusted bank balance	$366.73	Adjusted checkbook balance	$366.73

Assignment Sheet #5

Evaluated to the satisfaction of the instructor.

Assignment Sheet #6

DOWN

1. Certified
2. Money
3. Box
4. Corporate
5. Verify
6. Savings
7. Cashier's

ACROSS

4. Credit
8. Tax
9. Promissory
10. Traveler's
11. Draft
12. Foreign

ACROSS (con't.)

13. Bill

14. Trust

Assignment Sheet #7

Evaluated to the satisfaction of the instructor.

14.0100

UNIT I

PERFORMING ROUTINE BANKING PROCEDURES

UNIT TEST - SECTION I

1. Select the definition which describes the term associated with routine banking. Place the letter of that definition on the line to the left of the term.

_____ 1. Depositor

_____ 2. ABA numbers

_____ 3. Deposit

_____ 4. Endorsement

_____ 5. Bank balance

_____ 6. Dishonored check

_____ 7. MICR

_____ 8. Withdrawal

_____ 9. Voiding a check

_____10. Checking account

_____11. Overdraft

_____12. NSF

_____13. Deposit ticket

_____14. Checkbook

_____15. Duplicate check

_____16. Reconciling a bank statement

_____17. Postdated check

_____18. Endorser

_____19. Bank service charge

_____20. Check

a. A signature or stamp of the depositor on a check that transfers the ownership of the check to another party

b. Check prepared in duplicate for reference purposes and for entering the transaction in the company records in lieu of check stub

c. The person who orders the bank to pay cash from an account

d. A check that the bank refuses to pay

e. Form provided by the bank for the deposit of all checks and cash

f. One in whose name cash is deposited

g. Amount placed in a checking account by the depositor

h. A machine used to write the amount of a check in figures or in words

i. An account with a bank that provides for the depositor to order payments to others from the bank balance by check

______21. Drawer

______22. Outstanding check

______23. Voucher check

______24. Check protector

______25. Check stub

______26. Canceled check

______27. Outstanding deposit

______28. Payee

______29. Signature card

______30. Stop-payment order

______31. Bank statement

j. That part of the check form that is bound permanently in the check book and used as immediate record of each cash payment as well as each deposit

k. A book, usually bound, containing blank checks with a stub for each check

l. An order in writing, signed by the depositor, ordering the bank to pay cash from the depositor's account

m. A check that has been paid by the bank during the month and returned to the depositor with the monthly statement

n. A report the bank makes to the depositor showing deposits, withdrawals, and ending bank balance

o. A monthly charge made by a bank for maintaining a depositor's checking account

p. The ending balance in a depositor's account after adding all deposits to the previous balance and subtracting the depositor's checks and service charge

q. Identification numbers assigned to banks by the American Bankers Association

r. Taking money out of an account either by the depositor or by any person who has been properly authorized to make withdrawals

s. A check that contains on its face, or on a detachable stub, the purpose for which the check is issued

t. Writing the word "void" across the face of the check and the stub to indicate that the check and stub are not to be used

u. Requested by the drawer to the bank to refuse payment on a check when it is presented

v. The form a depositor signs to give the bank a sample of the authorized signature

w. Checking the balance on the bank statement with the balance recorded on the depositor's check stubs

x. Check dated subsequent to the date of issue and should not be deposited before the date specified on it

y. The person or firm to whom a promissory note or a check is made payable

z. Lack of funds in the account to cover a check which has been written by the depositor

aa. A deposit that has been made but which is not shown on the statement

bb. A check that has been issued but not cashed at the bank

cc. An abbreviation commonly used for "not sufficient funds" in the drawer's account to pay the check dd. An abbreviation commonly used for "Magnetic Ink Character Recognition"; special number characters printed along the bottom of a check or a deposit slip that can be read by automatic machines

ee. One who signs the name to a note, a check, or other similar instruments for the purpose of transferring it to another person

2. Write a paragraph describing the procedure used in opening a checking account.

3. Cite the procedure for writing checks and check stubs.

4. Distinguish the difference between proper forms of endorsements for checks by writing a description of each.

   a. Restrictive endorsement

   b. Blank endorsement

c. Endorsement in full

5. A check written by J. T. Summerall to Betty Kay Allan has been lost. Mr. Summerall wants to stop payment on the check. What must he do?

6. When a depositor receives a notice from the bank that payment of a check has been refused because insufficient funds prohibited payment, what action should the depositor take to determine the problem?

7. List in sequential order the procedures for reconciling a bank statement.

14.0100

UNIT I

PERFORMING ROUTINE BANKING PROCEDURES

UNIT TEST - SECTION II

8. Mary Joseph, your best friend, has decided to save money to buy a car. She wants to use a savings account at the local bank and has asked you how you opened yours. Discuss the procedures you would tell her.

9. Assume you are the clerk in the New Accounts Department. Explain to Ms. Joseph the type of savings accounts that are available.

10. Differentiate between the two types of trust funds.

    a. Trust fund agreement

    b. Corporate trust

11. Briefly describe the five types of bank checks.

    a. Bank draft

    b. Bank money order

c. Cashier's check

d. Traveler's check

e. Certified checks

12. Supply the correct answers by placing the correct banking services in the blanks.

a. A written promise to pay a certain amount of money at a certain time is a ______________________________.

b. To protect valuables and papers, one might put them in a ______________________________.

c. ________________ bonds are available at the bank for purchase. Technical information may also be obtained on these bonds.

d. A ________________________ includes the following information: date, princi[illegible], date due, payee, location, and interest rate.

e. A _________________________ is to hold and manage the stocks, bonds, real estate, and property of individuals and organizations.

f. _________________________ may be rented for a fee from the vault department of a bank.

g. A letter which serves as an introduction to another bank is a _________________________.

h. Types of forms available at the bank are ____________ ____________.

i. After an authorization card has been signed at the utility office, the bank will pay the ____________ ____________ from your account each month.

j. A letter which states the amount of money which can be withdrawn is a ____________.

13. Cite the steps in personal money management.

a.

b.

c.

d.

e.

f.

g.

h.

14. Demonstrate the ability to:

a. Write checks and check stubs.

b. Open a checking account.

c. Stop payment on a check.

d. Reconcile a checkbook.

e. Participate in a role-play situation.

f. Complete a crossword puzzle using business terms.

g. Complete a maze dealing with money management.

(NOTE: If these skills have not been completed prior to the test, ask the instructor when they should be completed.)

14.0100

UNIT I

PERFORMING ROUTINE BANKING PROCEDURES

ANSWERS TO UNIT TEST - SECTION I

1. f 1.
q 2.
g 3.
a 4.
p 5.
d 6.
dd 7.
r 8.
t 9.
i 10.
z 11.
cc 12.
e 13.
k 14.
b 15.
w 16.
x 17.
ee 18.
o 19.
l 20.
c 21.
bb 22.

__s__ 23.

__h__ 24.

__j__ 25.

__m__ 26.

__aa__ 27.

__y__ 28.

__v__ 29.

__u__ 30.

__n__ 31.

2. To open a checking account, one must first obtain the approval of an official of the bank. A signature card must then be completed and placed on file so the teller can check the original signature against the signature on checks. The initial deposit slip and deposit are then prepared, and temporary checks are provided to the depositor until printed checks can be delivered.

3. a. Type checks or write in ink - do not use pencil.

   b. Be sure each check is numbered. (Be sure the number is the same on the check and the stub.)

   c. Date the check on the same day it is written. (Do not postdate.)

   d. Write the full name of the payee. (Omit titles such as Mr., Dr., Captain, etc.)

   e. Write the amount of the check close enough to the dollar sign to prevent anyone adding other figures to the amount. In spelling out the amount, start at the extreme left, capitalizing only the first letter and expressing cents as fractions of one hundred.

   f. Write the purpose for the check on the bottom of the check for record-keeping purposes.

   g. Do not erase on a check. If an error is made, write the word "void" across the face of the check and check stub. Save the voided check and file it in numerical order with other canceled checks.

   h. Do not make a check payable to "Cash" unless it is to be cashed immediately.

4. a. Restrictive endorsement - "For deposit only" written above signature of the endorser. Can only be deposited to account, cannot be cashed by someone else, and there is little danger if check is misplaced, lost, or stolen.

   b. Blank endorsement - Signature only on the back of the check. Check is payable to anyone who possesses it; it should not be sent through mail, and should be used only if it is to be cashed immediately.

   c. Endorsement in full - Shows name of person to whom check is being transferred. This requires the signature of the transferee.

5. Mr. Summerall must call the bank and give (1) the name of the drawer, (2) the date of the check, (3) amount of the check, and (4) name of the payee. He must also write a confirmation letter to the bank giving written instructions to stop payment and be prepared to pay a service charge.

6. The depositor should re-check all bank stubs for correct balances and determine if all written checks have been posted on bank stubs. The overdraft service charge should be deducted from the bank balance.

7. a. Compare ending balance on statement of account with the checkbook balance. If balances are not the same, find why there is a difference.

   b. Arrange canceled checks in numerical order and place a checkmark on the stub of each check that has been returned.

   c. Add total deposits not listed on the bank statement to the balance shown on bank statement.

   d. Deduct the total amount listed on outstanding checks from the balance shown on bank statement.

   e. Subtract the service charge listed on the bank statement from the checkbook balance. The amount remaining should agree with balance shown on bank statement after all outstanding checks have been deducted.

ANSWERS TO UNIT TEST - SECTION II

8. Since she has chosen the bank, she should check on the interest rates and rules at that bank. Then she should see the person in charge of new accounts. After deciding to open the account in her name only or jointly with

someone, she will fill out a signature card. After the bank assigns a savings account number, she should make the initial deposit. She will receive a copy of the deposit slip as a receipt. She should also know that: checks cannot be written on savings accounts, money is withdrawn only by a withdrawal slip, and interest is paid on the amount deposited in the savings account.

9. There are three types of savings accounts: passbook, time deposits, and certificates of deposit. The passbook has no length-of-time deposit requirements; however, the interest rate is the lowest of the three. A record of savings may be kept in a passbook or reported in a computerized statement sent to you periodically. Time deposits have a minimum deposit, money must be left on deposit a specified period, rates are higher, and a 30- to 90-day notice is necessary before withdrawal. Certificates of deposit have the highest rate, but require one to six years to mature. They are available in amounts of several hundred to several thousand dollars. If these are withdrawn before they mature, interest will be lost.

10. a. A fund in which the bank holds and administers money and property as designated by the person establishing the fund

    b. A fund in which the bank manages the personal financial affairs when a person is unable to do so or when designated to do so; used to administer estates

11. a. Banks have money on deposit in banks in other cities which is used to send money to firms in other cities.

    b. Money orders are drawn on one bank and are cashed at another bank. Money orders are: available up to $500, are used in sending money through the mail, are available as needed, and are acceptable everywhere.

    c. Cashier's checks are drawn on a bank's own funds in exchange for cash or personal checks. They can be purchased and made payable to anyone.

    d. Traveler's checks are purchased at any bank in denominations starting at ten dollars. At the time of purchase, they are signed and the serial numbers are recorded. When cashed, they are signed again.

    e. They are personal checks that are marked "Certified" by a bank and have a bank employee's official signature. They are used when a personal check is not acceptable, especially in real estate.

12. a. Promissory note
    b. Safe-deposit box
    c. Savings
    d. Promissory note
    e. Trust service
    f. Safe-deposit box
    g. Letter of credit
    h. Income tax
    i. Utility bills
    j. Letter of credit

13. a. Know how to make money work for you.
    b. Use money properly to accomplish its purpose.
    c. Learn how to budget, save, and borrow.
    d. Handle money efficiently.
    e. Keep good records.
    f. Use a bank and the services it provides.
    g. Choices should reflect future goals of a person and the desired life style.
    h. Consider personal values, long-range goals, and secret aspirations.

14. Evaluated to the satisfaction of the instructor.

14.0100

UNIT II

PREPARING A PAYROLL

TERMINAL OBJECTIVE

After completing this unit of instruction, the student will be able to state the objectives of payroll work, cite functions of the Social Security program, summarize the Fair Labor Standards Act of 1938 in relation to interstate commerce and wage and hour regulations, and compute employee earnings. This knowledge will be evidenced through demonstration and by successfully completing a unit test.

SPECIFIC OBJECTIVES

After completion of this unit of instruction, the student will be able to:

1. Explain terms used in payroll work.
2. Cite the objectives of payroll work.
3. State the reason payroll records are necessary and list the types of information needed by the employer to keep required records.
4. Explain the functions of the Social Security program in relation to (a) its purpose, (b) how it is financed, (c) its coverage, and (d) its benefits.
5. Relate the procedure for making application for a Social Security number and for requesting a duplicate card.
6. State the properties of a Social Security number and list the ways a Social Security number is used.
7. Summarize the Fair Labor Standards Act of 1938.
8. Cite the purpose for and the employers' responsibility of Workman's Compensation Insurance.
9. Discuss the purpose of Form W-4 (Withholding Exemption Certificate).
10. Identify true statements about Federal Income Tax withholding.

11. Identify six kinds of payment schedules and five types of payment plans.

12. Match terms related to payment plans with correct characteristics.

13. Identify types of deductions from gross earnings as required by law.

14. List four types of voluntary deductions from gross earnings.

15. Define net pay.

16. Demonstrate the ability to:

    a. Complete an application form for a social security number.

    b. Prepare a W-4 form.

    c. Compute hourly wages.

    d. Compute piece-rate wages.

    e. Compute commission wages.

    f. Take deductions from gross earnings.

14.0100

UNIT II

PREPARING A PAYROLL

SUGGESTED ACTIVITIES

I. Instructor:

   A. Provide objective sheet.

   B. Discuss objective sheet.

   C. Provide information sheet.

   D. Discuss information sheet.

   E. Prepare, show, and discuss transparencies.

   F. Provide assignment sheets.

   G. Discuss assignment sheets.

   H. Provide job sheets.

   I. Discuss job sheets.

   J. Give test and evaluate test results.

II. Student:

   A. Read objective sheet.

   B. Participate in discussion of objective sheet.

   C. Read information sheet.

   D. Participate in discussion of information sheet.

   E. View transparencies and enter discussion.

   F. Read assignment sheets.

   G. Complete assignment sheets.

   H. Read job sheets.

   I. Complete job sheets.

   J. Take test.

INSTRUCTIONAL MATERIALS

I. Included in this unit:

- A. Objectives
- B. Information sheet
- C. Transparency masters
  1. II-TM-1--Objectives of Payroll Work
  2. II-TM-2--Information Required by Federal Law
  3. II-TM-3--Employee's Withholding Allowance Certificate
  4. II-TM-4--Payment Plans
  5. II-TM-5--Computing Gross Earnings for the Hourly Employee
  6. II-TM-6--Computing Gross Earnings for the Salaried Employee
  7. II-TM-7--Computing Gross Earnings for the Commission Employee
  8. II-TM-8--Computing Gross Earnings for the Piece-Rage Employee
- D. Assignment sheets
  1. Assignment Sheet #1--Application for a Social Security Number
  2. Assignment Sheet #2--Completing a Withholding Allowance Certificate
  3. Assignment Sheet #3--Types of Payment Plans
  4. Assignment Sheet #4--Gross Earnings and Net Pay
- E. Answers to assignment sheets
- F. Job sheets
  1. Job Sheet #1--Computing Gross Earnings of Hourly Employees
  2. Job Sheet #2--Computing Gross Earnings of Salaried Employees

        3. Job Sheet #3--Computing Gross Earnings of Piece-Rate Employees

        4. Job Sheet #4--Computing Gross Earnings of Commission Employees

        5. Job Sheet #5--Taking Deductions from Gross Earnings

    G. Answers to job sheets

    H. Test

    I. Answers to test

II. References:

    A. Freeman, M. Herbert and others. Accounting 10/12. 2nd ed. New York: McGraw-Hill Book Company, 1973.

    B. Freeman, M. Herbert and others. Individualized Learning Guides for Accounting Systems and Procedures. 2nd ed. New York: McGraw-Hill Book Company, 1973.

    C. Freeman, M. Herbert and others. Individualized Learning Guides for Elements of Financial Records. 2nd ed. New York: McGraw-Hill Book Company, 1973.

    D. Huffman, Henry. Activity Guide and Working Papers for General Recordkeeping. 7th ed. New York: McGraw-Hill Book Company, 1976.

    E. Huffman, Henry. General Recordkeeping. 7th ed. New York: McGraw-Hill Book Company, 1976.

    F. Wigge, Barton F., Jr. Payroll Systems and Procedures. New York: McGraw-Hill Book Company, 1970.

14.0100

UNIT II

PREPARING A PAYROLL

INFORMATION SHEET - SECTION I

I. Terms and definitions

- A. Bonus plan--A pay plan based on a salary and a fixed bonus
- B. Commission plan--A pay plan based on how much a person sells during a pay period
- C. Gross earnings (wage earnings)--The money that an employee earns
- D. Hourly-rate plan--A pay plan based on the number of hours worked each day in a payroll period
- E. Monthly-salary plan--A pay plan based on a fixed salary for each pay period
- F. Net pay--The amount of money that an employee actually receives after deductions
- G. Overtime rate--Pay based on hours in excess of 40 hours per week
- H. Pay period--The period of time included in a payroll
- I. Pay plan--The type of plan used to pay each employee according to the type work performed, such as: piece-rate, commission, or hourly-rate plan
- J. Payroll--A record of all employees which lists: (1) the number of hours worked, (2) the rate paid per hour, (3) the total gross earnings, (4) the amount of deductions taken from each employee, and (5) the amount of net pay
- K. Piece-rate plan--A pay plan based on the number of units a worker produces during the payroll period
- L. Time card--A card upon which the exact number of minutes and hours an employee works is recorded

II. Objectives of payroll work

- A. Compute the amount of gross wages due each employee.

- B. Compute deductions as required by law.
    - 1. Withholding of Federal Income Tax
    - 2. Social Security (FICA) Tax
    - 3. Other state or city deductions as required
- C. Compute voluntary deductions.
    - 1. Insurance
    - 2. Hospitalization
    - 3. Union dues
    - 4. Pension plans
- D. Compute net pay.
- E. Maintain employees' earning record.
- F. Maintain payroll register.

III. Payroll records

- A. Federal laws require that an employer keep records to ensure that the provisions of the law are followed.
- B. Information necessary for keeping records
    - 1. Name and address of employee
    - 2. Social Security number
    - 3. Date of birth
    - 4. Number of exemptions
    - 5. Marital status
    - 6. Number of hours worked each day or week
    - 7. All wages paid at the regular rate
    - 8. Amount of overtime wages paid

IV. Social Security (FICA - Federal Insurance Contributions Act)

- A. Purpose
    - 1. To provide financial assistance

a. "old-age"

b. "survivors"

2. To provide insurance

a. Disability insurance

b. Hospital insurance

c. Federal unemployment insurance

B. Financed

1. By federal government through taxes levied under FICA

2. Jointly by federal government and states through taxes levied under FICA and the corresponding state unemployment tax laws

C. Coverage

1. Most employers and employees covered by Social Security program

2. Railroad workers are exempt.

3. Employee of state and local governments and of certain nonprofit and religious groups is exempt.

D. Benefits

1. Retirement benefits may be claimed by insured workers at age 60 or older and are based on average monthly earnings.

2. Disability benefits for insured workers over 50 and under 65 are based on average monthly earnings.

V. Social Security application

A. Obtain form SS-5.

1. Obtain form from nearest office of the Social Security Administration.

2. If no office available, obtain forms from post office.

3. Provide positive identification (birth certificate or proof of identity).

B. Apply for Social Security number.

   1. Complete form SS-5 by filling in all information required.

   2. Send the form to the nearest Social Security Administration District Office.

      (NOTE: Short period of time will lapse before card is sent.)

C. Request a duplicate card.

   1. If Social Security card is lost or misplaced, use form SS-5 to request a duplicate card.

   2. Duplicate is not a new number.

VI. Social Security number

A. Properities

   1. Assigned to an individual for an entire lifetime, regardless of place of residence, whether or not an individual works, or changes a name

   2. Permits positive identification

   3. Enables Social Security Administration to determine retirement, disability, or Medicare benefits

B. Use of Social Security number

   1. Record employee earnings, tax payments, and benefits.

   2. Identification on records

      a. Federal income tax returns

      b. Bank records

      c. Military service records

      d. College

      e. Business

      f. Other important records

VII. The Fair Labor Standards Act of 1938

A. Applies to firms engaged directly or indirectly with interstate commerce

B. Referred to as Wage and Hour Law

C. Fixes a minimum hourly rate of pay (presently $2.30) and maximum hours of work per week (presently 40) to be performed at the regular hourly rate

1. Persons working an excess of 40 hours per week must be paid one and a half times the regular hourly rate.

2. Some employers, who are not subject to federal law, pay overtime wages because of union contracts.

(NOTE: Employers are required to maintain records for each employee to prove provisions of the law have been followed.)

VIII. Workman's Compensation Insurance

A. Purposes

1. Provides reimbursement to employees for losses suffered from injuries

2. Provides compensation for families in event of death sustained in the course of employment

B. Benefits are paid directly to injured workers or survivors.

C. Employers' responsibility - State law requires employers to pay insurance periodically.

IX. Withholding Allowance Certificate (Form W-4)

A. To gather information for record keeping

1. Name

2. Address

3. Social Security number

4. Number of eligible exemptions

a. Self

b. Spouse

c. Children

d. Any dependent to whom employee supplies more than 50% support

5. Date of employment

B. For use as basis for computing amount of federal income tax to be withheld

X. Federal Income Tax Withholding as required by law

A. Tax determination applied by rules and regulations as stated in Internal Revenue Services Circular E

B. Income Tax withheld from employee earnings must be paid by the employer to the government on a periodic basis (usually at same time FICA taxes are paid).

C. Amount of tax withheld depends upon the gross amount of income earned and number of exemptions.

D. Income tax is usually deducted from each paycheck.

INFORMATION SHEET - SECTION II

XI. Payment schedules and plans

A. Schedules

1. Weekly
2. Biweekly
3. Semimonthly
4. Monthly
5. Quarterly
6. Semiannually

B. Plans

1. Hourly-rate plan - number of hours worked at a specified rate of pay
2. Salary plan - set amount of income monthly
3. Commission plan - amount of money paid based upon amount of sales made
4. Piece-rate plan - amount of money paid based upon the number of goods produced
5. Salary + commission plan - set amount of income plus an added percentage paid on the amount of sales

XII. Computing gross earnings

A. Hourly-rate plan

1. Based on number of hours worked each day for payroll period

   (NOTE: Usually determined by time card)

   a. Each employee assigned a number which is placed on the time card
   b. Upon arriving and leaving work, employee inserts card into time clock to have exact time recorded. (Includes overtime as well)
   c. Time is computed to the nearest quarter hour.

EXAMPLE: Seven minutes after 8:00 can be considered as 8:00, but ten minutes after 8:00 has to be considered as 8:15.

12
1
2
3
4
5
6
7
8
9
10
11

d. Exact hours and minutes computed daily

e. Daily hours and minutes totaled to determine hours and minutes worked per pay period

f. Hours up to 40 are considered regular time.

g. Hours worked above 40 are considered overtime.

h. The amount paid per hour is considered regular rate of pay.

i. Regular rate of pay is based on 40 hours per week.

EXAMPLE: $3.76 per hour X 36 hours = $135.36

2. Overtime rate of pay, which is 1 1/2 times the regular rate, is based on hours in excess of 40 hours per week.

(NOTE: There are two methods of computing overtime pay.)

a. Method 1. Multiply regular rate of pay by 1.5 to determine overtime rate of pay.

EXAMPLE: An employee whose regular rate is $3.76 per hour would be paid $5.64 for all hours in excess of 40.

Regular time earnings:	40 hours @ $3.76	$150.40
Overtime earnings:	8 hours @ $5.64	45.12
Gross earnings:		$195.52

b. Method 2. Use figure known as overtime premium or overtime excess. Results are the same as previous method, but computations are different.

EXAMPLE: Regular hourly rate: $3.76

Overtime premium rate: $1.88
(1/2 of $3.76)

Total hours x regular rate:	48 hrs. X $3.76	$180.48
Overtime hours x premium rate:	8 hrs. X $1.88	15.04
Gross pay		$195.52

B. Monthly-salary plan

1. Employee has fixed salary for each pay period based on 40-hours-per-week pay schedule.

2. Salaried workers may be paid for overtime work.

   a. Convert salary into hourly rate by dividing weekly salary by 40 hours. ($150.40 weekly ÷ 40 = $3.76 hr.)

   b. Determine overtime pay by multiplying regular rate X 1.5 ($5.64). (8 hrs @ $5.64 = $45.12)

C. Commission plan

1. Sales people may be paid for how much they sell, usually a designated percent of sales.

EXAMPLE:		
	Sales	$32,500.00
	Commission	x .07
		$ 2,275.00

2. Sometimes a sales person may be paid a regular salary plus a commission (percent of sales) in excess of a basic amount.

EXAMPLE: Salesperson may earn 6% on all sales above $2,000.00 during the week, as well as earn a base salary of $175.00. By selling $8,000.00 worth of merchandise in one week, the gross earnings are computed as follows:

Total sales	$8,000.00
Less base sales	- 2,000.00
Sales on which commission is earned	6,000.00
Commission rate	x .06
Commission earned	360.00
Salary	+ 175.00
Gross earnings	535.00

D. Piece-rate plan

1. Employee is paid for the number of units produced during the payroll period.

   EXAMPLE: Employee is paid $.28 for every item completed and 1,463 items are completed during a one-week period.

Items completed	1,463
Piece-rate	.28
Gross earnings	$409.64

2. Piece-rate plan can be combined with salary plan or hourly-rate plan.

   (NOTE: Basic amount per week plus piece-rate pay for completed items above a set quota)

E. Bonus

1. Salary-plus-fixed-bonus plan

   a. Sales people are paid a regular salary plus an extra amount if a certain quota or sales goal is reached.

   b. The amount of the bonus is determined by the employer.

2. Salary-plus-graduated-bonus plan

   a. Sales people's bonus is based on a changing percent.

   b. The percent increases as sales increase.

INFORMATION SHEET - SECTION III

XIII. Deductions from gross earnings as required by law

A. Federal Income Tax Withholding

1. Rules and regulations, which are updated yearly in the Internal Revenue Services Circular E, are applied in tax determination.

2. Income tax due from a person earning a salary or wages must be withheld by the employer and paid to the government periodically (at the same time FICA taxes are paid).

3. The amount of income tax a person pays depends on:

    a. The gross amount of income earned

    b. The number of exemptions

4. Most employees are on a pay-as-you-go basis (deducted from each paycheck).

5. There are two methods of computing withholding tax:

    a. Wage-bracket table - The Internal Revenue Services Circular E, "Employer's Tax Guide," has tables from which the amount of tax can be read directly.

    b. Percentage method

        (1) Complex in nature

        (2) Used primarily in data processing payroll systems where two different tables are used to make computations

            (a) One table gives the amount of one withholding exemption for each kind of payroll period.

            (b) The second table indicates the tax rate for a single or married person, according to the payroll period.

B. Social Security (FICA) Tax

1. Both employer and employee are levied an equal amount.

2. Internal Revenue Service supplies tables to simplify computation.

3. Tax rate is the same for everyone regardless of marital status or number of exemptions.

4. Computed upon percentage (5.85%) method based upon gross earnings up to $16,500.00. (Multiply gross wage X 5.85% to find amount due.)

C. Other deductions required by law in various states

    1. State, county, and city income tax

        a. Some forty states require their citizens to pay an income tax (withheld from wages paid in that state).

        b. Some fifty cities also require withholding for city income taxes.

        c. Rates and amount of taxable wages are different in each place.

        d. Methods used to compute tax are much the same as those used for federal income tax withholding.

    2. Disability and sickness insurance taxes and unemployment taxes

        a. Rate and amount of taxable wages differ in those states.

        b. Principles and methods are the same as those for other taxes.

XIV. Voluntary deductions

A. Union dues

    1. Computed according to union rates

    2. Deducted from gross earnings and turned over to the union

B. Hospitalization

    1. Computed according to company insurance plan

    2. Employer acts as collection agent for insurance company.

C. Pension plan

   1. Computed according to company plan

   2. Employer acts as collection agent for trust fund.

D. Savings plans

   1. Bonds

   2. Annuities

XV. Net pay - The amount of the paycheck after figuring gross earnings and deductions. (Gross earnings - deductions = net amount of pay)

OBJECTIVES OF PAYROLL WORK

1. Compute the amount of gross wages due each employee
2. Compute deductions as required by law
   - a. Withholding of federal income tax
   - b. Social Security (FICA)
   - c. Other state and city deductions
3. Compute voluntary deductions
   - a. Insurance
   - b. Hospitalization
   - c. Union dues
   - d. Pension plan
4. Compute net pay
5. Maintain employee's earning record
6. Maintain payroll register

EMPLOYEE RECORD INFORMATION REQUIRED BY FEDERAL LAW

NAME AND ADDRESS OF EMPLOYEE

SOCIAL SECURITY NUMBER

DATE OF BIRTH

NUMBER OF EXEMPTIONS

MARITAL STATUS

NUMBER OF HOURS WORKED EACH PAY PERIOD

ALL WAGES PAID AT THE REGULAR RATE

AMOUNT OF OVERTIME WAGES PAID

Employee's Withholding Allowance Certificate

The explanatory material below will help you determine your correct number of withholding allowances, and will assist you in completing the Form W–4 at the bottom of this page.

Avoid Overwithholding

By claiming the proper number of withholding allowances you are entitled to, you can keep the amount of tax withheld from your wages to a minimum. In addition to the allowances for personal exemptions to be claimed in items (a) through (g) below, be sure you claim any additional allowances you are entitled to in item (h) "Special withholding allowance," and item (i) "Allowance(s) for itemized deductions."

You may claim the special withholding allowance if you are single with only one employer, or married with only one employer and your spouse is not employed. If you have unusually large itemized deductions you may claim the allowance(s) for itemized deductions to avoid having too much income tax withheld from your wages. While these allowances may be claimed on Form W–4 for withholding purposes, they are not to be claimed under "Exemptions" on your tax return Form 1040 or Form 1040A.

How Many Withholding Allowances May You Claim?

Please use the schedule below to determine the number of allowances you may claim for tax withholding purposes. In determining the number, keep in mind these points: If you are single and hold more than one job, you may not claim the same allowances with more than one employer at the same time; or if you are married and both you and your spouse are employed, you may not claim the same allowances with your employers at the same time. A nonresident alien, other than a resident of Canada, Mexico, or Puerto Rico, may claim only one personal allowance.

Figure Your Total Withholding Allowances Below

(a) Allowance for yourself—enter 1 . . . . ______

(b) Allowance for your spouse—enter 1 . . . . ______

(c) Allowance for your age—if 65 or over—enter 1 . . . . ______

(d) Allowance for your spouse's age—if 65 or over—enter 1 . . . . ______

(e) Allowance for blindness (yourself)—enter 1 . . . . ______

(f) Allowance for blindness (spouse's)—enter 1 . . . . ______

(g) Allowance(s) for dependent(s)—you are entitled to claim an allowance for each dependent you will be able to claim on your Federal income tax return. Do not include yourself or your spouse * . . . . ______

(h) Special withholding allowance—if you are single with only one employer, or married with only one employer and your spouse is not employed—enter 1** . . . . ______

(i) Allowance(s) for itemized deductions—if you do plan to itemize deductions on your income tax return, enter the number from the table on back** . . . . ______

(j) Total—add lines (a) through (i) above. Enter here and on line 1, Form W–4 below . . . . ______

* If you are in doubt as to whom you may claim as a dependent, see the instructions which came with your last Federal income tax return or call your local Internal Revenue Service office.

** This allowance is used solely fos purposes of figuring your withholding tax, and cannot be claimed when you file your tax return.

See Table on Back if You Plan to Itemize Your Deductions

Completing Form W–4

If you find that you are entitled to one or more allowances in addition to those which you are now claiming, increase your number of allowances by completing the form below and filing it with your employer. If the number of allowances you previously claimed decreases, you must file a new Form W–4 within 10 days. (Should you expect to owe more tax than will be withheld, you may use the same form to increase your withholding by claiming fewer or "0" allowances on line 1 or by asking for additional withholding on line 2 or both.)

▼ Give the bottom part of this form to your employer; keep the upper part for your records and information ▼

Form **W-4**
(Rev. Sept. 1974)
Department of the Treasury
Internal Revenue Service

Employee's Withholding Allowance Certificate

(This certificate is for income tax withholding purposes only; it will remain in effect until you change it.)

Type or print your full name

Your social security number

Home address (Number and street or rural route)

Marital status
☐ Single ☐ Married
(If married but legally seperated, or spouse is a nonresident alien, check the single block.)

City or town, State and ZIP code

1 Total number of allowances you are claiming . . . . ______

2 Additional amount, if any, you want deducted from each pay (if your employer agrees) . . . . $

I certify that to the best of my knowledge and belief, the number of withholding allowances claimed on this certificate does not exceed the number to which I am entitled.

Signature ▶ .... Date ▶ ...., 19........

PAYMENT PLANS

AMOUNT OF TIME WORKED (HOURLY)

SALARY PLAN

AMOUNT OF SALES MADE (COMMISSION)

AMOUNT OF OUTPUT (PIECE-RATE)

AMOUNT OF TIME AND OUTPUT (SALARY + COMMISSION)

COMPUTING GROSS EARNINGS FOR THE HOURLY EMPLOYEE

REGULAR TIME - Amount of time up to 40 hours per week

OVERTIME - Amount of time worked over 40 hours per week

REGULAR RATE OF PAY - Amount earned per hour

OVERTIME RATE OF PAY - 1½ times the regular rate of pay

HOURS WORKED × RATE OF PAY = GROSS EARNINGS

EXAMPLE:

NAME	HOURS WORKED	HOURLY RATE	OVERTIME RATE	REGULAR EARNINGS	OVERTIME EARNINGS	TOTAL GROSS EARNINGS
Julie Belson	42	$3.75	$5.63	$150.00	$11.26	$161.26
Harold Clancy	48	2.96	4.44	118.40	35.52	153.92
Jim Dunlap	36	4.25	6.38	153.00	–	153.00
Alice Hardy	49	4.00	6.00	160.00	54.00	214.00

COMPUTING GROSS EARNINGS FOR SALARIED EMPLOYEES

Salaries are fixed amount for each pay period based on 40-hour work week.

Salaried workers may be paid overtime wages.

1. Convert salary into hourly rate by dividing weekly salary by 40 hours.

EXAMPLE: $150.00 weekly for 40 hours

```
       3.75
40 ⟌ 150.00
     120
      300
      280
       200
       200
```

2. Multiply regular rate ($3.75) × 1.5 = ($5.63) to determine overtime rate.

EXAMPLE:

Jim Halloway: salary $150.00 per week;
hours worked - 46

Hourly rate: $150.00 ÷ 40 = $3.75
Overtime rate: $3.75 × 1.5 = 5.63

Salary		$150.00
Overtime rate	$5.63	
Overtime hours	×6	
Overtime earnings		33.78
Gross earnings		$183.78

COMPUTING GROSS EARNINGS FOR THE COMMISSION EMPLOYEE

COMMISSION PLAN

Salesperson paid for how much they sell, not how long they work.

Sales	$10,300
Commission	× .05
Gross earnings	$515.00

SALARY - COMMISSION PLAN

Salesperson paid regular salary plus a commission for sales in excess of basic amount or set quota.

Sales	$10,300
Less quota	5,000
Sales for commission	$5,300
Commission rate	× .10
Commission earned	$530.00
Salary	150.00
Gross earnings	$680.00

COMPUTING GROSS EARNINGS FOR THE PIECE RATE EMPLOYEE

Employee paid for number of units of product produced during payroll period.

EXAMPLE: Employee paid $.25 for each item produced.

Items completed	1623
Piece rate	$ .25
Gross earnings	$405.75

Piece rate plan can be combined with salary or hourly rate plan. (Basic amount per pay period plus piecework bonus for all work completed above set quota)

EXAMPLE: Employee paid $.21 for each item produced above set quota of 2000.

Salary		$225.00
Items completed	2976	
Less quota	2000	
Items for commission	976	
Piece rate	× $.21	
Piece rate bonus	204.96	
		204.96
Gross earnings		$429.96

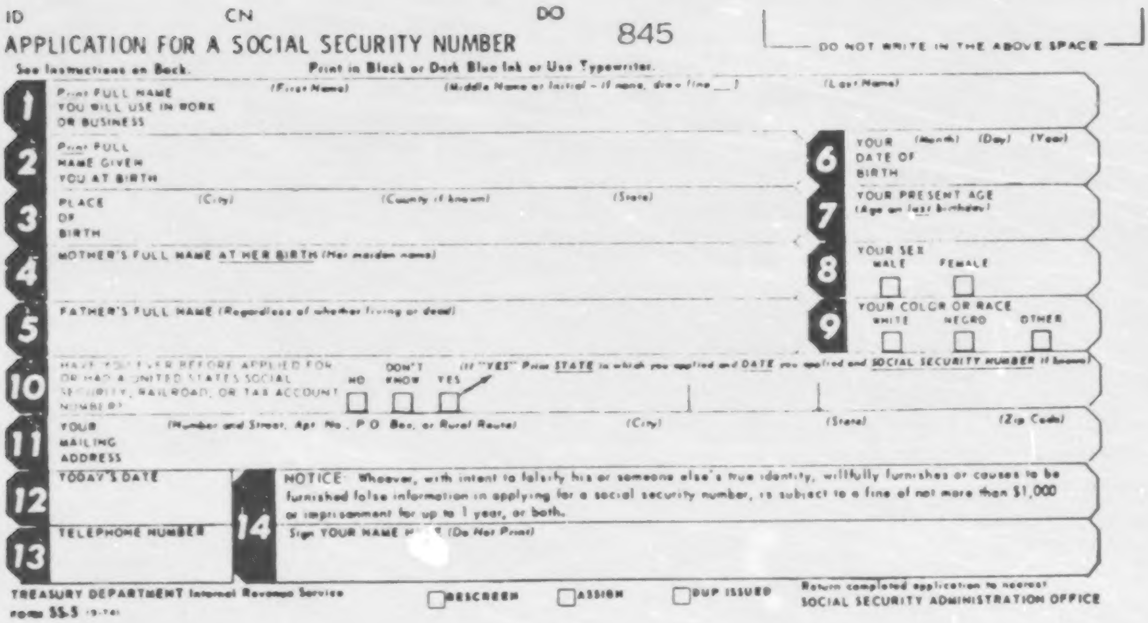
14.0100

UNIT II

PREPARING A PAYROLL

ASSIGNMENT SHEET #1--APPLICATION FOR A SOCIAL SECURITY NUMBER

Directions: Using a pen, complete the following application form by providing the correct personal information.



ID CN DO 845

APPLICATION FOR A SOCIAL SECURITY NUMBER

DO NOT WRITE IN THE ABOVE SPACE

See Instructions on Back. Print in Black or Dark Blue Ink or Use Typewriter.

1 Print FULL NAME YOU WILL USE IN WORK OR BUSINESS (First Name) (Middle Name or Initial – if none, draw line __) (Last Name)

2 Print FULL NAME GIVEN YOU AT BIRTH

3 PLACE OF BIRTH (City) (County if known) (State)

4 MOTHER'S FULL NAME AT HER BIRTH (Her maiden name)

5 FATHER'S FULL NAME (Regardless of whether living or dead)

6 YOUR DATE OF BIRTH (Month) (Day) (Year)

7 YOUR PRESENT AGE (Age on last birthday)

8 YOUR SEX MALE ☐ FEMALE ☐

9 YOUR COLOR OR RACE WHITE ☐ NEGRO ☐ OTHER ☐

10 HAVE YOU EVER BEFORE APPLIED FOR OR HAD A UNITED STATES SOCIAL SECURITY, RAILROAD, OR TAX ACCOUNT NUMBER? NO ☐ DON'T KNOW ☐ YES ☐ (If "YES" Print STATE in which you applied and DATE you applied and SOCIAL SECURITY NUMBER if known)

11 YOUR MAILING ADDRESS (Number and Street, Apt. No., P.O. Box, or Rural Route) (City) (State) (Zip Code)

12 TODAY'S DATE

13 TELEPHONE NUMBER

14 NOTICE: Whoever, with intent to falsify his or someone else's true identity, willfully furnishes or causes to be furnished false information in applying for a social security number, is subject to a fine of not more than $1,000 or imprisonment for up to 1 year, or both.

Sign YOUR NAME HERE (Do Not Print)

TREASURY DEPARTMENT Internal Revenue Service
FORM SS-5 (9-74)

☐ RESCREEN ☐ ASSIGN ☐ DUP ISSUED

Return completed application to nearest SOCIAL SECURITY ADMINISTRATION OFFICE

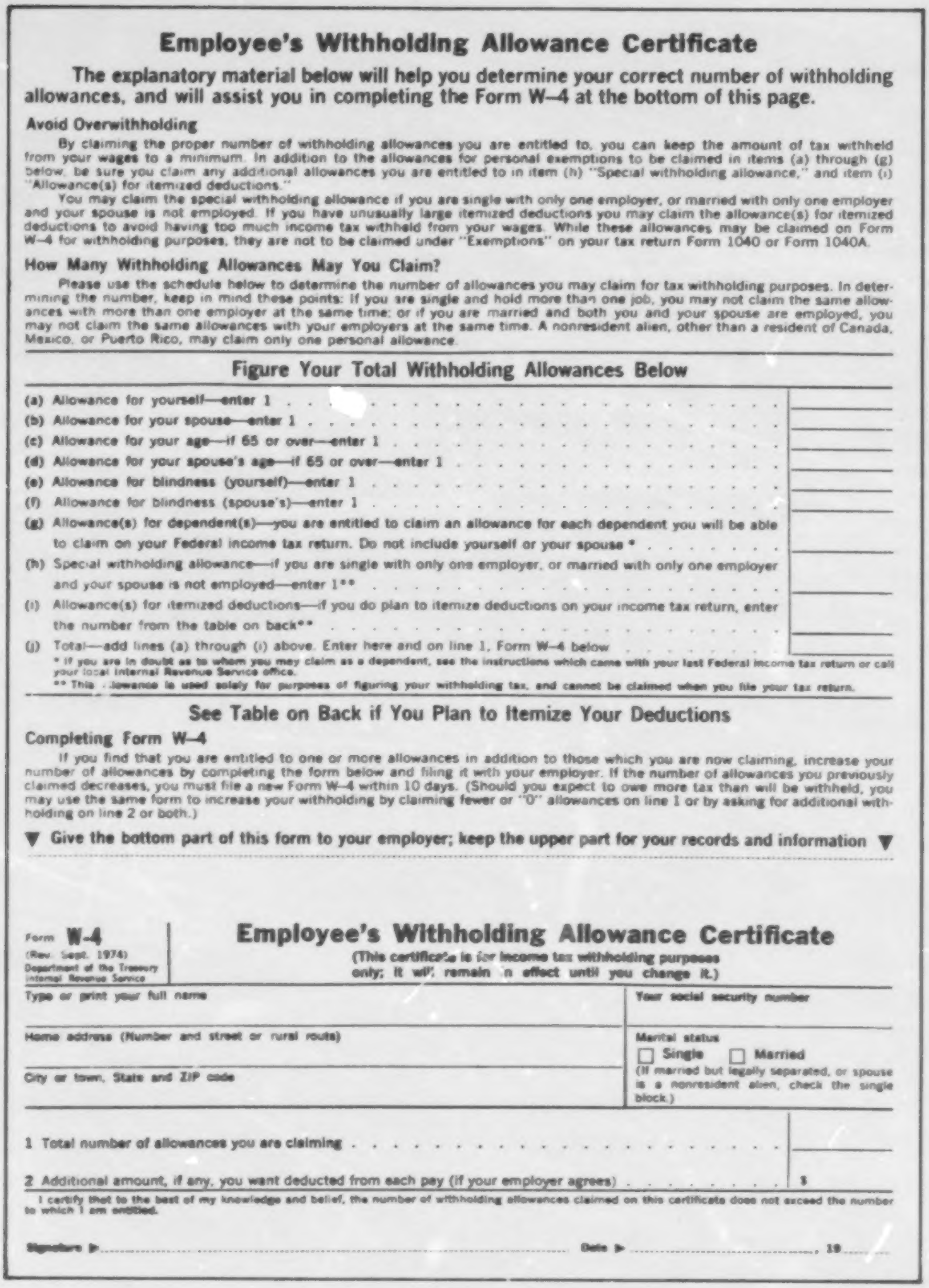
14.0100

UNIT II

PREPARING A PAYROLL

ASSIGNMENT SHEET #2--COMPLETING A WITHHOLDING ALLOWANCE CERTIFICATE

Directions: Sheila Anderson, who lives at 3769 Argyle Lane in Houston, Texas, has been hired as a payroll clerk by Ben-Rex Manufacturing Company. She has been asked to complete a Withholding Allowance Certificate in preparation for a Form W-4. Sheila is divorced, has two children, and is the sole support of her mother, aged 52. Her Social Security number is 446-39-7379. With this information in mind, please complete the following form.



Employee's Withholding Allowance Certificate

The explanatory material below will help you determine your correct number of withholding allowances, and will assist you in completing the Form W–4 at the bottom of this page.

Avoid Overwithholding

By claiming the proper number of withholding allowances you are entitled to, you can keep the amount of tax withheld from your wages to a minimum. In addition to the allowances for personal exemptions to be claimed in items (a) through (g) below, be sure you claim any additional allowances you are entitled to in item (h) "Special withholding allowance," and item (i) "Allowance(s) for itemized deductions."

You may claim the special withholding allowance if you are single with only one employer, or married with only one employer and your spouse is not employed. If you have unusually large itemized deductions you may claim the allowance(s) for itemized deductions to avoid having too much income tax withheld from your wages. While these allowances may be claimed on Form W–4 for withholding purposes, they are not to be claimed under "Exemptions" on your tax return Form 1040 or Form 1040A.

How Many Withholding Allowances May You Claim?

Please use the schedule below to determine the number of allowances you may claim for tax withholding purposes. In determining the number, keep in mind these points: If you are single and hold more than one job, you may not claim the same allowances with more than one employer at the same time; or if you are married and both you and your spouse are employed, you may not claim the same allowances with your employers at the same time. A nonresident alien, other than a resident of Canada, Mexico, or Puerto Rico, may claim only one personal allowance.

Figure Your Total Withholding Allowances Below

(a) Allowance for yourself—enter 1 . . . . ______

(b) Allowance for your spouse—enter 1 . . . . ______

(c) Allowance for your age—if 65 or over—enter 1 . . . . ______

(d) Allowance for your spouse's age—if 65 or over—enter 1 . . . . ______

(e) Allowance for blindness (yourself)—enter 1 . . . . ______

(f) Allowance for blindness (spouse's)—enter 1 . . . . ______

(g) Allowance(s) for dependent(s)—you are entitled to claim an allowance for each dependent you will be able to claim on your Federal income tax return. Do not include yourself or your spouse * . . . . ______

(h) Special withholding allowance—if you are single with only one employer, or married with only one employer and your spouse is not employed—enter 1** . . . . ______

(i) Allowance(s) for itemized deductions—if you do plan to itemize deductions on your income tax return, enter the number from the table on back** . . . . ______

(j) Total—add lines (a) through (i) above. Enter here and on line 1, Form W–4 below . . . . ______

* If you are in doubt as to whom you may claim as a dependent, see the instructions which came with your last Federal income tax return or call your local Internal Revenue Service office.

** This allowance is used solely for purposes of figuring your withholding tax, and cannot be claimed when you file your tax return.

See Table on Back if You Plan to Itemize Your Deductions

Completing Form W–4

If you find that you are entitled to one or more allowances in addition to those which you are now claiming, increase your number of allowances by completing the form below and filing it with your employer. If the number of allowances you previously claimed decreases, you must file a new Form W–4 within 10 days. (Should you expect to owe more tax than will be withheld, you may use the same form to increase your withholding by claiming fewer or "0" allowances on line 1 or by asking for additional withholding on line 2 or both.)

▼ Give the bottom part of this form to your employer; keep the upper part for your records and information ▼

Form **W-4**
(Rev. Sept. 1974)
Department of the Treasury
Internal Revenue Service

Employee's Withholding Allowance Certificate

(This certificate is for income tax withholding purposes only; it will remain in effect until you change it.)

Type or print your full name

Your social security number

Home address (Number and street or rural route)

Marital status
☐ Single ☐ Married
(If married but legally separated, or spouse is a nonresident alien, check the single block.)

City or town, State and ZIP code

1 Total number of allowances you are claiming . . . . ______

2 Additional amount, if any, you want deducted from each pay (if your employer agrees) . . . . $

I certify that to the best of my knowledge and belief, the number of withholding allowances claimed on this certificate does not exceed the number to which I am entitled.

Signature ▶ .... Date ▶ ...., 19......

14.0100

UNIT II

PREPARING A PAYROLL

ASSIGNMENT SHEET #3--TYPES OF PAYMENT PLANS

Directions: There are several types of payment plans depicted in the following statements. Identify each type and write your answer in the blank provided below each statement.

A. Bob Hanson, a mail room clerk, is paid each Friday. He works five days a week, Monday through Friday, from 8:00 a.m. to 5:00 p.m. He earns $123.00 per week.

Bob Hanson is a/an ________________________ employee.

B. Kathy Bottlinger works for Acardic Manufacturing Company in the assembly department. Her job is to spot weld the wings on butterflies in a decorative wall hanging. She is paid $.37 for each completed product. She and her supervisor keep a record of all completed work so she can be paid every other Friday.

Kathy is a/an ____________________________ employee.

C. Jerry Robinson has just been employed as a tailor's helper. He earns $315.00 a month; however, for each new customer he brings to the business, he is paid a 10% commission. The amount of this paycheck varies each month.

Jerry is a/an ____________________________ employee.

D. Susan Blinkley is employed at a local fast foods restaurant. She works evenings and on weekends for $2.65 an hour. She rarely receives tips, but the working conditions are pleasant.

Susan is a/an_____________________________ employee.

E. Judith Thompson is trying to find employment with the local car dealership in town as a salesperson. The position is open for anyone who wants to work for a percentage based on sales only. Judith is looking for more security because she is afraid she cannot make it financially as

a/an __________________________ employee.

14.0100

UNIT II

PREPARING A PAYROLL

ASSIGNMENT SHEET #4--GROSS EARNINGS AND NET PAY

Directions: The following are employees of Ben-Rex Manufacturing Company. Figure the gross earnings and net pay for each employee. The quarter system is used.

A. Miss Jane Monteleone
Hours: 8-12; 1-5
Days: Monday - Friday
Rate: $5.00/hour
Deductions (weekly):

FICA	$ 2.50
Group hospital insurance	2.00
Retirement	7.00
Federal income tax	29.20

Hours worked 9/1 to 9/5

Monday	8-12; 1-5
Tuesday	8-12; 1-5
Wednesday	8-12; 1-5
Thursday	8:05-12; 1-5:05
Friday	8:07-12; 1-4:55

B. Mr. Mark Solomon
Hours: 7-12; 1-3:30
Days: Monday - Friday
Rate: $6.75/hour
Deductions (weekly):

FICA	$ 3.75
Group hospital insurance	4.00
Retirement	10.00
Federal income tax	34.60
Savings bond	25.00

Hours worked 9/1 to 9/5

Monday	7-12; 1-3:30
Tuesday	7-11:55; 1-3:30
Wednesday	7-12; 1-2
Thursday	7:15-12; 1-3:30
Friday	7-12; 1-3:30

C. Mr. Johnson Lee
Hours: 7-12; 1-3
Days: Monday - Friday; 1/2 day Saturday
Rate: $5.00/hour

Deductions (weekly):

FICA	$ 7.00
Group life insurance	2.00
Group hospital insurance	2.95
Retirement	8.45
Federal income tax	29.20

Hours worked 9/1 to 9/5

Monday	7-12; 1-2:02
Tuesday	7-12; 1-1:59
Wednesday	7:01-12; 1-2:01
Thursday	6:55-12; 1-1:55
Friday	7:07-12; 1-2
Saturday	7-12

14.0100

UNIT II

PREPARING A PAYROLL

ANSWERS TO ASSIGNMENT SHEETS

Assignment Sheet #1

Evaluated to the satisfaction of the instructor.

Assignment Sheet #2

The completed Employee's Withholding Allowance Certificate is shown on the next page.

Employee's Withholding Allowance Certificate

The explanatory material below will help you determine your correct number of withholding allowances, and will assist you in completing the Form W–4 at the bottom of this page.

Avoid Overwithholding

By claiming the proper number of withholding allowances you are entitled to, you can keep the amount of tax withheld from your wages to a minimum. In addition to the allowances for personal exemptions to be claimed in items (a) through (g) below, be sure you claim any additional allowances you are entitled to in item (h) "Special withholding allowance," and item (i) "Allowance(s) for itemized deductions."

You may claim the special withholding allowance if you are single with only one employer, or married with only one employer and your spouse is not employed. If you have unusually large itemized deductions you may claim the allowance(s) for itemized deductions to avoid having too much income tax withheld from your wages. While these allowances may be claimed on Form W–4 for withholding purposes, they are not to be claimed under "Exemptions" on your tax return Form 1040 or Form 1040A.

How Many Withholding Allowances May You Claim?

Please use the schedule below to determine the number of allowances you may claim for tax withholding purposes. In determining the number, keep in mind these points: If you are single and hold more than one job, you may not claim the same allowances with more than one employer at the same time; or if you are married and both you and your spouse are employed, you may not claim the same allowances with your employers at the same time. A nonresident alien, other than a resident of Canada, Mexico, or Puerto Rico, may claim only one personal allowance.

Figure Your Total Withholding Allowances Below

(a) Allowance for yourself—enter 1	1
(b) Allowance for your spouse—enter 1	
(c) Allowance for your age—if 65 or over—enter 1	
(d) Allowance for your spouse's age—if 65 or over—enter 1	
(e) Allowance for blindness (yourself)—enter 1	
(f) Allowance for blindness (spouse's)—enter 1	
(g) Allowance(s) for dependent(s)—you are entitled to claim an allowance for each dependent you will be able to claim on your Federal income tax return. Do not include yourself or your spouse *	3
(h) Special withholding allowance—if you are single with only one employer, or married with only one employer and your spouse is not employed—enter 1**	
(i) Allowance(s) for itemized deductions—if you do plan to itemize deductions on your income tax return, enter the number from the table on back**	
(j) Total—add lines (a) through (i) above. Enter here and on line 1, Form W–4 below	4

* If you are in doubt as to whom you may claim as a dependent, see the instructions which came with your last Federal income tax return or call your local Internal Revenue Service office.

** This allowance is used solely for purposes of figuring your withholding tax, and cannot be claimed when you file your tax return.

See Table on Back if You Plan to Itemize Your Deductions

Completing Form W–4

If you find that you are entitled to one or more allowances in addition to those which you are now claiming, increase your number of allowances by completing the form below and filing it with your employer. If the number of allowances you previously claimed decreases, you must file a new Form W–4 within 10 days. (Should you expect to owe more tax than will be withheld, you may use the same form to increase your withholding by claiming fewer or "0" allowances on line 1 or by asking for additional withholding on line 2 or both.)

▼ Give the bottom part of this form to your employer; keep the upper part for your records and information ▼

Form **W-4**
(Rev. Sept. 1974)
Department of the Treasury
Internal Revenue Service

Employee's Withholding Allowance Certificate

(This certificate is for income tax withholding purposes only; it will remain in effect until you change it.)

Type or print your full name: Sheila Anderson

Your social security number: 446-39-7379

Home address (Number and street or rural route): 3769 Argyle Lane

Marital status: ☐ Single ☐ Married
(If married but legally separated, or spouse is a nonresident alien, check the single block.)

City or town, State and ZIP code: Houston, Texas 77035

1 Total number of allowances you are claiming: 4

2 Additional amount, if any, you want deducted from each pay (if your employer agrees): $

I certify that to the best of my knowledge and belief, the number of withholding allowances claimed on this certificate does not exceed the number to which I am entitled.

Signature ▶ Sheila Anderson Date ▶ current 19

Assignment Sheet #3

A. Salaried

B. Piece-rate

C. Salary and commission

D. Hourly

E. Commission

Assignment Sheet #4

A.	Monday	8	hours
	Tuesday	8	
	Wednesday	8	
	Thursday	8	
	Friday	8	
		40	hours total
		x $5.00	rate per hour
		$200.00	GROSS PAY
		- 2.50	FICA
		197.50	
		- 2.00	Group hospital insurance
		195.50	
		- 7.00	Retirement
		188.50	
		- 29.20	Federal income tax
		$159.30	NET PAY

B.	Monday	7.5	hours
	Tuesday	7.5	
	Wednesday	6	
	Thursday	7.25	
	Friday	7.5	
		35.75	hours total
		x $6.75	rate per hour
		$241.31	GROSS PAY
		- 3.75	FICA
		237.56	
		- 4.00	Group hospital insurance
		233.56	
		- 10.00	Retirement
		223.56	
		- 34.60	Federal income tax
		188.96	
		- 25.00	Savings bond
		$163.96	NET PAY

C.	Monday	7	hours
	Tuesday	7	
	Wednesday	7	
	Thursday	7	
	Friday	7	
	Saturday	5	
		40	hours total
		x $5.00	rate per hour
		$200.00	GROSS PAY
		- 7.00	FICA
		193.00	
		- 2.00	Group life insurance
		191.00	
		- 2.95	Group hospital insurance
		188.05	
		- 8.45	Retirement
		179.60	
		- 29.20	Federal income tax
		$150.40	NET PAY

14.0100

UNIT II

PREPARING A PAYROLL

JOB SHEET #1--COMPUTING GROSS EARNINGS OF HOURLY EMPLOYEES

I. Tools and equipment needed:

  A. Time cards

  B. Calculator

II. Procedures:

The following are time cards for the summer employees at Al-tex Plywood Company. Mrs. Rita Norwood, the Head Payroll Clerk, is on vacation for three weeks and she assigned you the duty of figuring the summer employees' weekly earnings. Employees are paid for work before 8 a.m., after 12 noon, before 1 p.m., and after 5 p.m.

The overtime requirements are as follows:

Job	#001	Patchers	- unlimited overtime
	#002	Sanders	- unlimited overtime
	#003	Lathe Operators	- no overtime (40 hour week)
	004	Gluers	- no overtime (35 hour week)
	#005	Others	- overtime up to 20 hours

NOTE: If employee is allowed to collect overtime, to figure hourly overtime rate, multiply regular earnings by 1.5. Also, when multiplying, convert quarter, half, and three-quarter hours, to decimal fractions .25, .5 or .75.

Name J. K. Adams Employee No. 711

Week Ending 9/30 Job No. 002

Days	Regular				Overtime		Hours
	In	Out	In	Out	In	Out	
Mon.	8:00	12:00	1:01	5:00			
Tues.	8:00	11:55	1:00	5:00			
Wed.	7:58	12:00	1:01	4:45			
Thurs.	8:00	12:00	1:00	5:00			
Fri.	8:07	12:00	1:00	5:02			
Sat.							
Sun.							

Days Worked		Hours	Rate	Earnings
	Regular		$2.85	
	Overtime			
	Total Hours		Gross Earnings	

Name Lisa Spillman Employee No. 712

Week Ending 9/30 Job No. 004

Days	Regular				Overtime		Hours
	In	Out	In	Out	In	Out	
Mon.	8:00	12:00	1:00	5:00			
Tues.	8:00	12:00	1:01	5:00			
Wed.	8:00	12:00	1:00	5:00			
Thurs.	8:00	12:00					
Fri.	8:00	12:00					
Sat.							
Sun.							

Days Worked		Hours	Rate	Earnings
	Regular		$2.45	
	Overtime			
	Total Hours		Gross Earnings	

Name Robin Toole Employee No. 713

Week Ending 9/30 Job No. 002

Days	Regular				Overtime		Hours
	In	Out	In	Out	In	Out	
Mon.	8:01	12:00	1:00	5:00	6:00	9:00	
Tues.	8:07	12:10	1:05	5:00	6:00	9:10	
Wed.	7:58	12:00	1:00	5:00	6:08	9:15	
Thurs.	7:55	12:00	1:10	5:10	6:01	8:45	
Fri.	8:00	12:00	1:00	5:00			
Sat.							
Sun.							

Days Worked		Hours	Rate	Earnings
	Regular		$2.85	
	Overtime			
	Total Hours		Gross Earnings	

Name M. J. Bickham Employee No. 714

Week Ending 9/30 Job No. 005

Days	Regular				Overtime		Hours
	In	Out	In	Out	In	Out	
Mon.	8:00	12:00	1:00	5:01	6:07	10:00	
Tues.	8:01	12:00	1:01	5:07	5:55	9:55	
Wed.	7:59	11:58	12:59	5:00	6:01	10:06	
Thurs.	8:00	12:01	1:00	5:08	6:07	10:00	
Fri.	8:01	11:57	1:10	5:10	6:00	10:15	
Sat.							
Sun.							

Days Worked		Hours	Rate	Earnings
	Regular		$2.35	
	Overtime			
	Total Hours		Gross Earnings	

Name James Lowe Employee No. 715
Week Ending 9/30 Job No. 003

Days	Regular				Overtime		Hours
	In	Out	In	Out	In	Out	
Mon.	9:00	12:00					
Tues.	9:01	12:10					
Wed.	9:00	12:01					
Thurs.	9:00	12:00					
Fri.	8:55	12:00					
Sat.	8:59	12:01					
Sun.							

Days Worked		Hours	Rate	Earnings
	Regular		$3.33	
	Overtime			
	Total Hours		Gross Earnings	

Name Trey Downy Employee No. 716
Week Ending 9/30 Job No. 001

Days	Regular				Overtime		Hours
	In	Out	In	Out	In	Out	
Mon.	7:01	12:15	1:00	4:00			
Tues.	7:00	12:01	1:00	3:30			
Wed.	6:55	12:00	1:00	4:45			
Thurs.	6:59	12:00	1:00	4:00			
Fri.	7:00	12:00	1:00	4:15			
Sat.					7:00	12:00	
Sun.							

Days Worked		Hours	Rate	Earnings
	Regular		$2.75	
	Overtime			
	Total Hours		Gross Earnings	

Name Elaine Moore Employee No. 717
Week Ending 9/30 Job No. 004

Days	Regular				Overtime		Hours
	In	Out	In	Out	In	Out	
Mon.	8:00	10:00	1:30	5:00			
Tues.	7:45	10:15	1:15	4:30			
Wed.	8:00	11:30	2:00	4:15			
Thurs.	8:30	10:45	2:00	4:00			
Fri.	8:00	10:00	1:15	4:45			
Sat.							
Sun.							

Days Worked		Hours	Rate	Earnings
	Regular		$2.45	
	Overtime			
	Total Hours		Gross Earnings	

Name Bill Robinson Employee No. 718
Week Ending 9/30 Job No. 001

Days	Regular				Overtime		Hours
	In	Out	In	Out	In	Out	
Mon.	8:00	12:00	1:00	5:00	6:00	9:00	
Tues.	8:00	12:01	1:05	5:00	6:30	9:45	
Wed.	8:00	12:00	1:00	5:00	6:15	10:00	
Thurs.	7:55	12:01	1:01	5:07	5:59	9:07	
Fri.	7:59	11:55	1:03	5:04	8:00	10:00	
Sat.							
Sun.							

Days Worked		Hours	Rate	Earnings
	Regular		$2.75	
	Overtime			
	Total Hours		Gross Earnings	

AL-TEX PLYWOOD COMPANY

Payroll Earnings

For the week ended 9/30 19

NAME	CODE	SALARY		OVERTIME		GROSS EARNINGS		OT RATE (OT HOURS)
Mr. Gerald Brown	OM	400	00	60	00	400	00	15.00 (4)
Mr. Ronald Thomas	PAcc	300	00	112	50	412	50	11.25 (10)
Mr. Gary Brown	PAg	250	00	65	60	315	60	9.38 (7)
Mrs. Lucy Hayward	ARC	100	00	56	30	156	30	5.63 (10)
Mr. John Beuregard	APC	150	00			150	00	5.63
Mrs Rita Norwood	PC	150	00			150	00	5.63
Mrs. Ruth Carver	R/S	180	00	27	00	201	00	6.75 (4)
Your Name	SW	100	00			100	00	3.75

14.0100

UNIT II

PREPARING A PAYROLL

JOB SHEET #2--COMPUTING GROSS EARNINGS OF SALARIED EMPLOYEES

I. Tools and equipment needed:

- A. Calculator
- B. Salary schedule
- C. Weekly earning sheet

II. Procedures:

Under the salaried plan, employees are paid a fixed amount for each pay period. However, they may be paid for overtime work. To determine overtime rate per hour, divide the fixed salary per week by 40 hours and multiply by 1.5.

Mrs. Norwood has figured the payroll for the business office employees for the week. Before she left, she asked you to proof the weekly earning sheet for errors. If you find any, mark through the incorrect amount with a neat line and write the correct amount above it.

SALARY SCHEDULE

Title	Weekly Salary
Office Manager	$400.00
Plant Accountant	300.00
Purchasing Agent	250.00
Personnel Manager	250.00
Accounts Receivable Clerk	150.00
Accounts Payable Clerk	150.00
Payroll Clerk	150.00
Receptionist/Secretary	180.00
Student Worker	100.00

14.0100

UNIT II

PREPARING A PAYROLL

JOB SHEET #3--GROSS EARNINGS OF PIECE-RATE EMPLOYEES

I. Tools and equipment needed:

   A. Calculator

   B. Inexperienced employees' schedule

   C. Arm assemblers' schedule

   D. Leg assemblers' schedule

II. Procedures:

The Lyndy Doll Company pays a rate of $2.40 per hour to all inexperienced employees. When an employee becomes experienced, he is paid on a piece-rate basis. The employees who connect arms receive $.11 for each doll; those who attach legs receive $.13 for each doll. Determine the weekly gross earnings for each of the following employees.

A. Inexperienced Employees' Schedule - Week Ending 8/31

Employee	Total Hours
L. Jones	40
R. Oifford	35
B. Thomas	36
A. Timms	39
R. Vavasseur	40

B. Arm Assemblers' Scheaule - Week Ending 8/31

Employee	Total Dolls
T. Martin	1990
J. McNeese	2100
S. Nemins	1758
B. Olah	2351
F. Potter	1885

C. Leg Assemblers' Schedule - Week Ending 8/31

Employee	Total Dolls
R. Argus	1895
L. Cotton	1629
P. Findley	1901
M. Hartman	1789
J. Inga	1852

14.0100

UNIT II

PREPARING A PAYROLL

JOB SHEET #4--COMPUTING GROSS EARNINGS OF COMMISSION EMPLOYEES

I. Tools and equipment needed:

A. Calculator

B. Gross Earnings Chart

II. Procedures:

Mr. Arnie Brock owns a large clothing store which sells men's, women's, and children's apparel. His employees are given the choice of a salary plus commission plan or a straight commission plan.

Under the commission plan a salesperson may be paid a commission of 6 percent on sales. If merchandise sales are $4,000 during the week, gross earnings are $4000 x .06 or $240.00.

Under the salary-commission plan, a salesperson is paid a regular salary plus a commission for sales in excess of a specified amount or quota. If a salesperson's base salary is $175 per week, 3 percent commission on total sales over $2,000 may be added as an incentive to make more sales. Thus, $4,000 total sales - $2,000 quota = $2,000 sales on which commission is earned. Weekly gross earnings are ($2,000 x .03) + $175 = $235.00.

Based on the previous examples, complete the gross earnings chart for Mr. Brock's clothing store.

NAME	SALARY	RATE OF COMMISSION	TOTAL SALES	QUOTA	SALES ON WHICH COMMISSION IS EARNED	COMMISSION	GROSS EARNINGS
T. R. Avis	120	2.0%	$4190	2000			
F. C. Botte	-	10.0%	5717	3000			
A. L. Koonce	115	2.0%	3900	1900			
F. B. Keaton	-	7.0%	4000	-			
R. L. Laurent	-	7.0%	2985	-			
G. M. Sones	100	4.0%	2700	500			
J. J. Swift	-	6.0%	3142	-			
O. B. Tony	-	10.0%	4900	3000			
C. D. Travis	-	7.5%	2998	600			
J. A. Vieux	120	2.0%	4413	2000			

14.0100

UNIT II

PREPARING A PAYROLL

JOB SHEET #5--TAKING DEDUCTIONS FROM GROSS EARNINGS

I. Tools and equipment needed:

A. Calculator

B. Internal Revenue Services Circular E, "Employer's Tax Guide"

C. IRS Social Security (FICA) Tax Table

D. Your state tax guide (optional)

E. Voluntary deduction schedules (optional)

1. Union dues
2. Hospitalization
3. Pension plan
4. Savings bonds

II. Procedures:

Obtain the deduction schedules from your teacher, local internal revenue service, and/or local businesses.

Assume you are the payroll clerk for a small private firm, Jansen Enterprises. The following are the gross salaries of its employees, marital status, the number of allowances on each employee, and their voluntary deductions. Figure the amounts to be deducted in each instance. (Use the voluntary deduction schedules to make up a realistic amount to be deducted for union dues, hospitalization, pension plan, and savings bonds.)

EMPLOYEE	WEEKLY SALARY	MARITAL STATUS	ALLOWANCES	DEDUCTIONS
Leonard Jansen, Office Manager	$350	M	4	Hospitalization, Pension plan, Savings bonds
Mary O'Quinn, Secretary/ Receptionist	$175	M	2	Hospitalization
Dan Croft, Accountant	$190	M	2	Hospitalization, Pension plan
Your name, Payroll Clerk	$150	S	1	Hospitalization
O.C. Schech, Salesman (25% @ $1200)	$300	M	4	Hospitalization, Pension plan
Jeff Greene, Construction Worker	$300	M	3	Hospitalization, Pension plan, Union dues
Larry Haire, Construction Worker	$300	S	1	Hospitalization, Union dues

14.0100

UNIT II

PREPARING A PAYROLL

ANSWERS TO JOB SHEETS

Job Sheet #1

The answers for Job Sheet #1 are shown on the following pages.

Name James Lowe Employee No. 715
Week Ending 9/30 Job No. 003

Days	Regular				Overtime		Hours
	In	Out	In	Out	In	Out	
Mon.	9:00	12:00					3
Tues.	9:01	12:10					3 1/4
Wed.	9:00	12:01					3
Thurs.	9:00	12:00					3
Fri.	8:55	12:00					3
Sat.	8:59	12:01					3
Sun.							

Days Worked		Hours	Rate	Earnings
	Regular	18 1/4	$3.33	60.77
	Overtime			
	Total Hours	18 1/4	Gross Earnings	60.77

Name Trey Downy Employee No. 716
Week Ending 9/30 Job No. 001

Days	Regular				Overtime		Hours
	In	Out	In	Out	In	Out	
Mon.	7:01	12:15	1:00	4:00			8 1/4
Tues.	7:00	12:01	1:00	3:30			7 1/2
Wed.	6:55	12:00	1:00	4:45			7 3/4
Thurs.	6:59	12:00	1:00	4:00			8
Fri.	7:00	12:00	1:00	4:15			8 1/4
Sat.					7:00	12:00	5
Sun.							

Days Worked		Hours	Rate	Earnings
	Regular	40	$2.75	110.00
	Overtime	5	4.13	20.65
	Total Hours	45	Gross Earnings	130.65

Name Elaine Moore Employee No. 717
Week Ending 9/30 Job No. 004

Days	Regular				Overtime		Hours
	In	Out	In	Out	In	Out	
Mon.	8:00	10:00	1:30	5:00			5 1/2
Tues.	7:45	10:15	1:15	4:30			5 3/4
Wed.	8:00	11:30	2:00	4:15			5 3/4
Thurs.	8:30	10:45	2:00	4:00			4 1/4
Fri.	8:00	10:00	1:15	4:45			5 1/2
Sat.							
Sun.							

Days Worked		Hours	Rate	Earnings
—	Regular	26 1/2	$2.45	64.93
	Overtime			
	Total Hours	26 1/2	Gross Earnings	64.93

Name Bill Robinson Employee No. 718
Week Ending 9/30 Job No. 001

Days	Regular				Overtime		Hours
	In	Out	In	Out	In	Out	
Mon.	8:00	12:00	1:00	5:00	6:00	9:00	11
Tues.	8:00	12:01	1:05	5:00	6:30	9:45	11 1/4
Wed.	8:00	12:00	1:00	5:00	6:15	10:00	11 3/4
Thurs.	7:55	12:01	1:01	5:07	5:59	9:07	11
Fri.	7:59	11:55	1:03	5:04	8:00	10:00	10
Sat.							
Sun.							

Days Worked		Hours	Rate	Earnings
	Regular	40	$2.75	110.00
	Overtime	15	4.13	61.95
	Total Hours	55	Gross Earnings	171.95

Name J. K. Adams Employee No. 711
Week Ending 9/30 Job No. 002

Days	Regular				Overtime		Hours
	In	Out	In	Out	In	Out	
Mon.	8:00	12:00	1:01	5:00			8
Tues.	8:00	11:55	1:00	5:00			8
Wed.	7:58	12:00	1:01	4:45			7 3/4
Thurs.	8:00	12:00	1:00	5:00			8
Fri.	8:07	12:00	1:00	5:02			8
Sat.							
Sun.							

Days Worked		Hours	Rate	Earnings
	Regular	39 3/4	$2.85	109.31
	Overtime			
	Total Hours	39 3/4	Gross Earnings	109.31

Name Lisa Spillman Employee No. 712
Week Ending 9/30 Job No. 004

Days	Regular				Overtime		Hours
	In	Out	In	Out	In	Out	
Mon.	8:00	12:00	1:00	5:00			8
Tues.	8:00	12:00	1:01	5:00			8
Wed.	8:00	12:00	1:00	5:00			8
Thurs.	8:00	12:00					4
Fri.	8:00	12:00					4
Sat.							
Sun.							

Days Worked		Hours	Rate	Earnings
	Regular	32	$2.45	78.40
	Overtime			
	Total Hours	32	Gross Earnings	78.40

Name Robin Toole Employee No. 713
Week Ending 9/30 Job No. 002

Days	Regular				Overtime		Hours
	In	Out	In	Out	In	Out	
Mon.	8:01	12:00	1:00	5:00	6:00	9:00	11
Tues.	8:07	12:10	1:05	5:00	6:00	9:10	11 1/2
Wed.	7:58	12:00	1:00	5:00	6:08	9:15	11 1/4
Thurs.	7:55	12:00	1:10	5:10	6:01	8:45	10 3/4
Fri.	8:00	12:00	1:00	5:00			8
Sat.							
Sun.							

Days Worked		Hours	Rate	Earnings
	Regular	40	$2.85	114.00
	Overtime	12.5	4.28	53.50
	Total Hours	52.5	Gross Earnings	167.50

Name M. J. Bickham Employee No. 714
Week Ending 9/30 Job No. 005

Days	Regular				Overtime		Hours
	In	Out	In	Out	In	Out	
Mon.	8:00	12:00	1:00	5:01	6:07	10:00	12
Tues.	8:01	12:00	1:01	5:07	5:55	9:55	12
Wed.	7:59	11:58	12:59	5:00	6:01	10:06	12
Thurs.	8:00	12:01	1:00	5:08	6:07	10:00	12
Fri.	8:01	11:57	1:10	5:10	6:00	10:15	12 1/4
Sat.							
Sun.							

Days Worked		Hours	Rate	Earnings
	Regular	40	$2.35	94.00
	Overtime	20 1/4	3.53	71.48
	Total Hours	60 1/4	Gross Earnings	165.48

Job Sheet #2

AL-TEX PLYWOOD COMPANY

Payroll Earnings

For the week ended 9/30 19__

NAME	CODE	SALARY		OVERTIME		GROSS EARNINGS		OT RATE (OT HOURS)
Mr Gerald Brown	OM	400	00	60	00	460 ~~400~~	00 ~~00~~	15.00 (4)
Mr. Ronald Thomas	PAcc	300	00	112	50	412	50	11.25 (10)
Mr Gary Brown	PAg	250	00	65 ~~65~~	66 ~~60~~	315 ~~315~~	66 ~~60~~	9.38 (7)
Mrs. Lucy Hayward	ARC	150 ~~100~~	00 ~~00~~	56	30	206 ~~156~~	30 ~~30~~	5.63 (10)
Mr John Beuregard	APC	150	00			150	00	5.63
Mrs Rita Norwood	PC	150	00			150	00	5.63
Mrs Ruth Carver	R/S	180	00	27	00	207 ~~201~~	00 ~~00~~	6.75 (4)
Your Name	SW	100	00			100	00	3.75

Job Sheet #3

A.	Jones	$96.00
	Oifford	84.00
	Thomas	86.40
	Timms	93.60
	Vavasseur	96.00
B.	Martin	$218.90
	McNeese	231.00
	Nevins	193.38
	Olah	258.61
	Potter	207.35

C.		
	Argus	$246.35
	Cotton	211.77
	Findley	247.13
	Hartman	232.57
	Inga	240.76

Job Sheet #4

NAME	SALARY	RATE OF COMMISSION	TOTAL SALES	QUOTA	SALES ON WHICH COMMISSION IS EARNED	COMMISSION	GROSS EARNINGS
T. R. Avis	120	2.0%	$4190	2000	$2190	$ 43.80	$163.80
F. C. Botte	-	10.0%	5717	3000	2717	271.70	271.70
A. L. Koonce	115	2.0%	3900	1900	2000	40.00	155.00
F. B. Keaton	-	7.0%	4000	-	4000	280.00	280.00
R. I. Laurent	-	7.0%	2985	-	2985	208.95	208.95
G. M. Sones	100	4.0%	2700	500	2200	88.00	188.00
J. J. Swift	-	6.0%	3142	-	3142	188.52	188.52
O. B. Tony	-	10.0%	4900	3000	1900	190.00	190.00
C. D. Travis	-	7.5%	2998	600	2398	179.85	179.85
[illegible]. A. Vieux	120	2.0%	4413	2000	2413	48.26	168.26

Job Sheet #5

Evaluated to the satisfaction of the instructor.

14.0100

UNIT II

PREPARING A PAYROLL

UNIT TEST - SECTION I

1. Explain the following terms used in payroll work correctly.
    a. Gross earnings (wage earnings)

    b. Net earnings

    c. Time card

    d. Pay period

    e. Payroll

    f. Pay plan

    g. Hourly-rate plan

    h. Overtime rate

    i. Monthly-salary plan

    j. Commission plan

k. Piece-rate plan

l. Bonus plan

2. Cite the objectives of payroll work.

3. State the purpose of payroll records and list the types of information needed by the employer to keep required records.

4. Explain the functions of the Social Security program in relation to:

   a. Its purpose

   b. How it is financed

   c. Its coverage

   d. Its benefits

5. Relate the procedure for making application for a Social Security number and for requesting a duplicate card.

6. State the properties of a Social Security number and list the ways a Social Security number is used.

7. Summarize the Fair Labor Standards Act of 1938.

8. Cite the purpose for and the employer's responsibility of Workman's Compensation Insurance.

9. Discuss the purpose of Form W-[illegible] (Withholding Allowance Certificate).

10. Identify true statements about federal income tax withholding by circling the T for true or the F for false.

T F a. Federal income tax withholding is required by law.

T F b. Income tax is usually deducted from each paycheck.

T F c. Amount of income tax withheld depends on the net amount of income earned.

T F d. Tax withheld is determined by the Employer's Tax Guide.

T F e. Income tax withheld from employer's earnings must be paid by the employees to the government on a periodic basis.

T F f. Rules and regulations found in the IRS - Circular E are used to figure tax withholdings.

T F g. The amount of tax withheld depends on one's number of dependents.

T F h. Income tax withheld is usually paid at the same time that FICA taxes are paid.

14.0100

UNIT II

PREPARING A PAYROLL

UNIT TEST - SECTION II

11. Identify six types of payment schedules and five types of payment plans.

Schedules	Plans
a.	a.
b.	b.
c.	c.
d.	d.
e.	e.
f.	

12. Match terms related to payment plans with the correct definitions.

1. Hourly
2. Monthly Salary
3. Commission
4. Piece-rate
5. Bonus

_____ a. Exact hours and minutes computed daily

_____ b. Salespeople may be paid for how much they sell.

_____ c. Employee has fixed salary for each pay period based on 40-hours-per-week pay schedule.

_____ d. Each employee is assigned a number which is placed on a time card.

_____ e. Based on number of hours worked each day for a payroll period

_____ f. Sometimes a salesperson may be paid a salary in addition to this.

_____ g. Plan where employee is paid for the number of units produced during the payroll period

14.0100

UNIT II

PREPARING A PAYROLL

UNIT TEST - SECTION III

13. Identify types of deductions from gross earnings as required by law.

14. List four types of voluntary deductions from gross earnings.

    a.

    b.

    c.

    d.

15. Define net pay.

16. Demonstrate the ability to:

    a. Complete an application form for a Social Security number.

    b. Prepare a W-4 Form.

c. Compute hourly wages.

d. Compute piece-rate wages.

e. Compute commission wages.

f. Take deductions from gross earnings.

(NOTE: If these skills have not been accomplished prior to the test, ask the instructor when they should be completed.)

14.0100

UNIT II

PREPARING A PAYROLL

ANSWERS TO UNIT TEST - SECTION I

1. a. The money that an employee earns

   b. The amount of money that an employee actually receives after deductions

   c. A card upon which the exact number of minutes and hours an employee works is recorded

   d. The period of time included in a payroll

   e. A record of all employees which lists: (1) the amount of hours worked, (2) the rate per hour paid, (3) the total gross earnings, (4) the amount of deductions taken from each employee, and (5) the amount of net pay

   f. The type of plan used to pay each employee according to the type of work performed, such as: piece-rate, commission, or hourly-rate plan.

   g. A pay plan based on the number of hours worked each day in a payroll period

   h. Pay based on hours in excess of 40 hours per week

   i. A pay plan based on a fixed salary for each pay period

   j. A pay plan based on how much a person sells during a pay period

   k. A pay plan based on the number of units a worker produces during the payroll period

   l. A pay plan based on a salary and a fixed bonus

2. a. Compute amount of gross wages due each employee.

   b. Compute deductions as required by law.

   c. Compute voluntary deductions.

   d. Compute net pay.

   e. Maintain employer's payroll record.

f. Maintain payroll register.

3. Purpose - The federal laws require that an employer keep records to ensure that the provisions of the law are followed.

   Payroll records information:

   a. Name and address of employee

   b. Social Security number

   c. Date of birth

   d. Number of exemptions

   e. Marital status

   f. Number of hours worked each day or week

   g. All wages paid at the regular rate

   h. Amount of overtime wages paid

4. a. The purpose of the Social Security program is to provide assistance to the old and surviviors, in addition to providing disability, hospital, and federal unemployment insurance.

   b. The Social Security program is financed in two ways: either solely by the federal government through taxes levied under FICA or jointly by the federal government and states through taxes levied under FICA and the corresponding state unemployment tax laws.

   c. Most employers and employees are covered by the Social Security program except for railroad workers, employees of state and local government and certain nonprofit and religious groups.

   d. Retirement benefits may be claimed by insured workers at age 60 or older. Disability benefits for insured workers over 50 and under 65 are based on average monthly earnings.

5. To apply for a Social Security card, obtain a SS-5 form from the nearest office of the Social Security Administration. If no office is available, obtain the forms from the post office. To obtain a SS-5, provide positive identification by a birth certificate or other proof of identity. Complete the SS-5 by filling in all the information required and send the form to the nearest Social Security Administration District Office.

To request a duplicate card when one is lost or misplaced, fill in the SS-5 form appropriately. This will enable one to get a new card, but not a new number.

6. Properties of Social Security number

   a. Assigned to an individual for entire lifetime, regardless of place of residence, whether or not an individual works, or changes a name

   b. Permits positive identification

   c. Enables Social Security Administration to determine retirement, disability, or medicare benefits

   Uses of Social Security number

   a. To record employee earnings, tax payments, and benefits

   b. Identification on records

7. The Fair Labor Standards Act of 1938, sometimes called the Wage and Hour Law, applies to firms engaged directly or indirectly with interstate commerce. It fixes a minimum hourly rate of pay (presently $2.30) and maximum hours of work per week (presently 40) to be performed at the regular hourly rate. Persons working an excess of 40 hours per week must be paid one and a half times the regular rate. Some employers who are not subject to federal law pay overtime wages because of union contracts.

8. The purposes of Workman's Compensation Insurance are to provide reimbursement to employees for losses suffered from injuries and to provide compensation for families in event of death sustained in the course of employment. It is the employer's responsibility as required by state to pay insurance periodically.

9. The W-4 is used to gather information such as name, address, and Social Security number for record keeping and as a basis for computing amount of federal income tax to be withheld.

10. a. T

    b. T

    c. F

    d. T

    e. F

    f. T

g. T

h. T

ANSWERS TO UNIT TEST - SECTION II

11. Schedules

    a. Weekly

    b. Biweekly

    c. Semimonthly

    d. Monthly

    e. Quarterly

    f. Semiannually

    Plans

    a. Hourly

    b. Salary

    c. Commission

    d. Piece-rate

    e. Salary plus commission

12. 1 a.

    3 b.

    2 c.

    1 d.

    1 e.

    3 f.

    4 g.

    5 h.

    4 i.

    2 j.

ANSWERS TO UNIT TEST - SECTION III

13. a. Federal Income Tax - the amount of money paid to the federal government based on one's salary and the IRS Circular E

    b. Social Security (FICA) Tax - the Federal Insurance Contributions Act tax that is required by most employers and employees to support the federal Social Security programs

    c. State and city income tax - withheld from wages paid in that state and city

    d. Disability and sickness insurance

    e. Unemployment taxes

14. a. Union dues

    b. Hospitalization

    c. Pension plan

    d. Savings plan

15. Net pay is the amount of the paycheck after figuring gross earnings and deductions.

16. Evaluated to the satisfaction of the instructor.

14.0100

UNIT III

PREPARING A BALANCE SHEET

TERMINAL OBJECTIVE

After completing this unit, the student will be able to identify and define terminology relative to preparing a balance sheet and successfully construct, rule, and prove a balance sheet. Knowledge of this material will be evidenced by demonstration and by successfully completing a unit test.

SPECIFIC OBJECTIVES

After completing this unit of instruction, the student will be able to:

1. Define terms associated with the balance sheet.
2. Classify assets, liabilities, and capital.
3. Use the accounting equation to show that it is true of all complete balance sheets.
4. Prepare a balance sheet.
5. Demonstrate the ability to:
    a. Correctly use terms in sentences.
    b. Classify assets, liabilities, and capital.
    c. Find the missing amounts using the accounting equation.
    d. Prepare balance sheets.

14.0100

UNIT III

PREPARING A BALANCE SHEET

SUGGESTED ACTIVITIES

I. Instructor:

- A. Provide objective sheet.
- B. Discuss objective sheet.
- C. Provide information sheet.
- D. Discuss information sheet.
- E. Provide assignment sheets.
- F. Discuss assignment sheets.
- G. Provide accounting working papers for all students if workbooks are not available.
- H. Prepare a bulletin board to introduce the unit.
- I. Give test and evaluate results.

II. Student:

- A. Read objective sheet.
- B. Participate in discussion of objective sheet.
- C. Read information sheet.
- D. Participate in discussion of information sheet.
- E. Read assignment sheets.
- F. Complete assignment sheets.
- G. Complete additional accounting working papers.
- H. Take test.

INSTRUCTIONAL MATERIALS

I. Included in this unit:

  A. Objectives

  B. Information sheet

  C. Assignment sheets

    1. Assignment Sheet #1--Preparing a Bulletin Board

    2. Assignment Sheet #2--Learning Terms and Definitions

    3. Assignment Sheet #3--Classifying Assets, Liabilities, and Capital

    4. Assignment Sheet #4--Using the Accounting Equation

    5. Assignment Sheet #5--Constructing, Ruling, and Proving Balance Sheets

  D. Answers to assignment sheets

  E. Test

  F. Answers to test

II. References:

  A. Baron, Harold and Solomon C. Stienfeld. Practical Recordkeeping. 4th ed. Cincinnati: South-Western Publishing Co., 1975.

  B. Brock, Horace R. and others. Accounting Basic Principles and Applications. 3rd ed. New York: McGraw-Hill Book Company, 1974.

  C. Brock, Horace R. and others. College Accounting for Secretaries. New York: McGraw-Hill Book Company, 1971.

  D. Carson, A. B. and others. Secretarial Accounting. 9th ed. Cincinnati: South-Western Publishing Co., 1972.

  E. Freeman, M. Hobert and others. Accounting 10/12. 2nd ed. New York: McGraw-Hill Book Company, 1973.

  F. Fritz, Robert and Frank Hoffman. Accounting Fundamentals. New York: McGraw-Hill Book Company, 1971.

  G. Huffman, Harry and Jeffrey R. Stewart, Jr. General Recordkeeping. 7th ed. New York: McGraw-Hill Book Company, 1976.

14.0100

UNIT III

PREPARING A BALANCE SHEET

INFORMATION SHEET

I. Terms and definitions

  A. Accounting equation--The statement that assets equal liabilities plus capital

  B. Asset--Anything of value that is owned

  C. Balance sheet--A business form that lists (a) what is owned, (b) what is owed, and (c) what a business or individual is worth on a specific date

  D. Body--The part of the balance sheet that has three sections: the assets, liabilities, and capital

  E. Capital--What the business or individual is worth or the owner's claims against the assets

  F. Creditor--The one to whom an amount is owed

  G. Equity--Claim against the assets of a business or individual

  H. Heading--The part of the balance sheet that contains (a) the name of the business or individual for whom the balance sheet is prepared, (b) the name of the form, and (c) the date of the form.

  I. Liability--An amount that is owed or the creditor's claims against the assets

  J. Owner's equity--The owner's claims against the assets

  K. Proprietor--The owner of a business

II. Classifying assets, liabilities, and capital

  A. An asset is anything of value that is owned.

    1. Some examples of assets are: cash, supplies, equipment, office furniture, automobiles, office machines, tools, machinery, land, or buildings.

    2. Assets appear on the left-hand side of the balance sheet.

B. A liability is an amount that is owed to a creditor.

1. Some examples of liabilities are: an amount owed to a supply company or an amount owed to an equipment supply company, an amount owed to any person, or an unpaid bill.

2. Liabilities appear on the right-hand side of the balance sheet.

C. Capital is what the business or individual is worth.

1. Capital is the difference between total assets and total liabilities.

2. Capital appears on the right-hand side of the balance sheet.

III. Using the accounting equation

A. The accounting equation is the statement that assets equal liabilities and capital.

1. A second way to state this would be: total assets equal total equities. [Equities are claims against the assets. There are two types of equities: (a) the equity of the creditors (liabilities) and (b) the equity of the owner (capital). This explains why there are two sides to a balance sheet and why the two sides must balance.]

a. If assets are $4,000 and liabilities are $2,500, capital may be found by using the accounting equation:

ASSETS = LIABILITIES + CAPITAL

$4,000 = $2,500 + ?

Capital is found by subtracting liabilities ($2,500) from assets ($4,000). Capital would be $1,500.

b. If assets are $20,000 and capital is $15,000, liabilities may be found by using the accounting equation:

ASSETS = LIABILITIES + CAPITAL

$20,000 = ? + $15,000

Liabilities may be found by subtracting capital ($15,000) from assets ($20,000). Liabilities are $5,000.

c. If capital is $750 and liabilities are $100, assets may be found by using the accounting equation:

ASSETS = LIABILITIES + CAPITAL

? = $100 + $750

Assets may be found by adding liabilities ($100) to capital ($750). Assets are $850.

IV. Preparing a balance sheet

A. Center the heading at the top.

1. On the first line, center the name of the business or individual for whom the balance sheet is prepared.

2. On the second line, center the name of the form.

3. On the third line, center the date of the form.

B. Complete the "Assets" section of the form.

1. Center the title "Assets" on the first line of the wide column on the left-hand side.

2. List the first asset at the left margin directly beneath the title, using a brief title to describe it.

3. List each succeeding asset on a separate line directly beneath the first asset at the far left margin.

4. If an asset requires more than one line, continue on the next line and indent one-fourth inch.

5. List the dollar amount for each asset in the money column on the left-hand side of the balance sheet.

6. If an asset required more than one line to enter the title, list the dollar amount for that asset on the last line used for that asset in the money column on the left-hand side.

C. Complete the "Liabilities" section of the form.

1. Center the title "Liabilities" on the first line of the wide column on the right-hand side.

2. List the name of the first liability at the left margin of the right-hand side directly beneath the title, using a brief title to describe it.
3. List each succeeding liability on a separate line directly beneath the first liability at the left margin of the right-hand side.
4. If a liability requires more than one line, continue on the next line and indent one-fourth inch.
5. List the dollar amount for each liability in the money column on the right-hand side of the balance sheet.
6. If a liability required more than one line to enter the title, list the dollar amount of that liability on the last line used for that liability in the money column on the right-hand side.
7. Draw a single rule using a straightedge directly beneath the last amount in the money column on the right-hand side.
8. Write "Total Liabilities" at the left margin of the right-hand side on the line directly beneath the last liability.
9. Add the dollar amounts of the liabilities and record the amount of total liabilities in the money column on the same line as "Total Liabilities."

D. Complete the "Capital" section of the form.

1. Skip one line after "Total Liabilities" and center the title "Capital" in the wide column at the right.
2. Write the name of the owner and the word "Capital" with a comma separating the two at the left margin on the right-hand side on the line directly beneath the title.
3. Write the amount of the capital in the money column on the same line as the name of the owner. (Subtract total liabilities from total assets.)

E. Determine if the balance sheet is in balance.

1. Draw a single rule using a straightedge across the money column on the right-hand side directly under the amount of the capital.

2. Draw a single rule across the money column on the left-hand side on the same line as the single rule on the right-hand side.

3. On a separate sheet of paper, add each column and find the total assets and the total liabilities and capital. The two totals should be the same. If the two totals are the same, this proves that the total assets equal the combined totals of the liabilities and the capital.

4. Write "Total Assets" at the far left margin on the line directly beneath the single ruled line in the money column at the left-hand side.

5. Write the total of the assets in the money column on the left-hand side on the same line as "Total Assets."

6. Write "Total Liabilities and Capital" at the left margin on the right-hand side on the same line as "Total Assets."

   (NOTE: "Total Liabilities and Capital" may be abbreviated to "Total Liab. and Cap.")

7. Add "Total Liabilities" to "Owner, Capital" and record this amount in the money column on the right-hand side on the same line as "Total Liabilities and Capital."

8. Draw a double rule under the total amount in the money column on the right-hand side.

9. Draw a double rule under the total amount in the money column on the left-hand side. (Double rules show that the work is completed and that the balance sheet is "in balance.")

14.0100

UNIT III

PREPARING A BALANCE SHEET

ASSIGNMENT SHEET #1--PREPARING A BULLETIN BOARD

Directions:

A. On a poster board, in bold letters, center the word "Assets." All around the word, show pictures of different possible assets such as cash, office supplies, equipment, furniture, automobiles, etc.

B. Do the above for the term "Liabilities." Use terms such as "An amount owed to the Office Supply Co." or "A pledge to the March of Dimes" or "An amount owed to a friend."

C. Use the accounting equation as the center of the poster. Then show other ways the equation may be written, such as Capital = Assets - Liabilities.

D. Make a large-scale poster of a balance sheet.

14.0100

UNIT III

PREPARING A BALANCE SHEET

ASSIGNMENT SHEET #2--LEARNING TERMS AND DEFINITIONS

Directions: Complete this assignment by filling in the blanks with correct terms.

A. The ______________________ is the statement that assets = liabilities + capital.

B. Anything that is owned is called a/an __________________.

C. Anything that is owed is called a/an ___________________.

D. The ___________________ is a business form that lists (a) what is owned, (b) what is owed, and (c) what a business is worth on a specific date.

E. The part of the balance sheet that shows the name of the business, the name of the form, and the date of the form is called the _______________.

F. _________________ is what the business is worth or the owner's claims against the assets.

G. The part of the balance sheet that has three sections--the assets, liabilities, and capital--is called the ____________________.

H. The one to whom an amount is owed is called a/an ___________.

I. Claims against assets are called ___________________.

J. The ________________ is the owner of a business.

K. _________________ equity is the owner's claims against the assets.

L. A/An ________________ is the creditor's claims against the assets.

14.0100

UNIT III

PREPARING A BALANCE SHEET

ASSIGNMENT SHEET #3--CLASSIFYING ASSETS, LIABILITIES, AND CAPITAL

Directions: Classify each of the following balance sheet items by writing the word "Asset," "Liability," or "Capital" in the proper column. For example, the first item, "Supplies," is an asset. Because assets appear on the left-hand side of the balance sheet, the word "Asset" is written in the left-hand column.

ITEM	Balance Sheet	
	Left-hand	Right-hand
1. Supplies		
2. Cash		
3. An amount owed to a creditor		
4. What the business is worth		
5. Automobiles		
6. Any amount owed		
7. Office equipment		
8. Unpaid bill		
9. Office furniture		
10. Machinery		
11. Building		

14.0100

UNIT III

PREPARING A BALANCE SHEET

ASSIGNMENT SHEET #4--USING THE ACCOUNTING EQUATION

Directions: Find the missing amount in the accounting equation for each of the businesses listed below. Record this amount in the answers column. The answer to Business No. 1 is shown as an example.

Business No.	Assets	=	Liabilities	+	Capital	Answers
1	$ 4,000.00	=	$ 1,000.00	+	?	$3,000.00
2	25,000.00	=	7,000.00	+	?	
3	19,500.00	=	?	+	10,000.00	
4	?	=	800.00	+	7,000.00	
5	4,000.00	=	?	+	3,291.62	
6	374,000.00	=	17,629.72	+	?	
7	9,467.42	=	7,003.21	+	?	

14.0100

UNIT III

PREPARING A BALANCE SHEET

ASSIGNMENT SHEET #5--CONSTRUCTING, RULING, AND PROVING BALANCE SHEETS

Directions: Assignment Sheet #5 is comprised of four parts. In each part you are to prepare a balance sheet. Use the following self-check questions at the conclusion of each balance sheet before you go to the next one.

A. Is each of the three items in the heading centered and on a separate line?

B. Is each of the sectional headings in the body of the balance sheet centered?

C. Are the assets, liabilities, and capital listed immediately below the appropriate heading without skipping a line?

D. Are the liabilities section and the capital section separated by a blank line?

E. Is the amount of the total assets at the bottom of the left-hand side of the balance sheet on the same line as the amount of the total liabilities and capital at the bottom of the right-hand side?

F. Are the two totals at the bottom of the balance sheet the same amount?

G. Are the single and double lines drawn across the amount columns only?

H. Is your work neat? Is your writing legible? Can it be read with ease?

ASSIGNMENT SHEET #5a--BALANCE SHEET FOR A PHYSICIAN

Directions: Prepare a balance sheet dated August 1 of the current year for Dr. Harold Miller, M.D., who has the following business assets and liabilities:

ASSETS

Cash	$ 1,200.00
Office Supplies	572.00
Medical Equipment	10,430.00
Medical Supplies	7,494.00
Automobile	5,000.00
Medical Library	800.00
Furniture and Fixtures	4,700.00
Office Machines	700.00

LIABILITIES

Johnson Medical Supplies	500.00
Harold Furniture Co.	1,700.00
Office Machines Repair	120.00

ASSIGNMENT SHEET #5b--BALANCE SHEET FOR A HIGH SCHOOL BUSINESS DEPARTMENT

Directions: Prepare a balance sheet for Ranger High School Business Department dated September 1 of the current year, using the following assets and liabilities:

ASSETS

Cash	$ 700.00
Typewriters	20,000.00
Ten-Key Adding Machines	4,500.00
Electronic Display Calculators	9,004.00
Electronic Printing Calculators	7,342.00
Duplicating Machines	3,431.32
Mimeograph Machines	6,300.00
Furniture and Fixtures	11,321.00

LIABILITIES

Teachers Supply Co.	430.00
Office Machine Repair	1,120.00
Office Furniture Co.	7,000.00

ASSIGNMENT SHEET #5c--BALANCE SHEET FOR A SMALL AUTO REPAIR SHOP

Directions: Prepare a balance sheet for Mr. Chad Longley of the A-1 Auto Repair Shop dated May 1 of the current year. The following are the assets and liabilities:

ASSETS

Cash	$ 1,242.11
Equipment	14,321.00
Tools	7,940.32
Office Equipment	541.00

LIABILITIES

Ralph Auto Supply	10,240.00
Auto Parts Supply	7,400.00

ASSIGNMENT SHEET #5d--BALANCE SHEET FOR AN INDIVIDUAL

Directions: In Assignment Sheet #5c, the amount of the capital in the A-1 Auto Repair Shop was found for May 1 of the current year. This was the amount of the investment in the business by the owner, Chad Longley. Mr. Longley wishes to know the total amount he is worth on this same date. Prepare a balance sheet using the following information:

Cash on hand in personal checking account amounting to $840.00

Owns a car worth $5,000, but still owes the First National Bank $3,000 for financing.

Has savings in an account with the Federal Savings and Loan Association amounting to $2,000.00.

Purchased new stero system worth $800 on payment plan. He owes Western Radio and Stero $700.

Owns clothing valued at $1,560.

Owns A-1 Auto Repair Shop. (See Assignment Sheet #5c for amount of his owner's equity in A-1 Auto Repair Shop.)

Owes Marcus Evans $220 for repair services.

Owns refrigerator $400.

Owes $550.00 to Equitable Insurance for car insurance.

WORKING PAPER FOR 5a

WORKING PAPER FOR 5b

WORKING PAPER FOR 5c

WORKING PAPER FOR 5d

14.0100

UNIT III

PREPARING A BALANCE SHEET

ANSWERS TO ASSIGNMENT SHEETS

Assignment Sheet #1

Evaluated to the satisfaction of the instructor.

Assignment Sheet #2

A. Accounting equation

B. Asset

C. Liability

D. Balance sheet

E. Heading

F. Capital

G. Body

H. Creditor

I. Equities

J. Proprietor

K. Owner's equity

L. Liability

Assignment Sheet #3

	Left-hand Side	Right-hand [illegible]de
1.	Asset	
2.	Asset	
3.		Liability
4.		Capital
5.	Asset	

	Left-hand Side	Right-hand Side
6.		Liability
7.	Asset	
8.		Liability
9.	Asset	
10.	Asset	
11.	Asset	

Assignment Sheet #4

1.	$ 5,000.00
2.	18,000.00
3.	9,500.00
4.	7,800.00
5.	708.38
6.	356,370.28
7.	2,464.21

Assignment Sheet #5a

Dr. Harold Miller, M.D.
Balance Sheet
August 1, 1978

Assets		Liabilities	
Cash	1200 00	Johnson Med. Supplies	500 00
Office Supplies	532 00	Harold Furn. Co	1700 00
Medical Equipment	10450 00	Office Machines Repair	120 00
Medical Supplies	7444 00	Total Liabilities	2320 00
Automobile	5000 00		
Medical Library	800 00	Capital	
Furniture & Fixtures	4000 00	Dr. Harold Miller, Cap.	28576 00
Office Machines	700 00	Total Liab. & Cap.	30896 00
Total Assets	30896 00		

Assignment Sheet #5b

Ranger High School Business Department
Balance Sheet
September 1, 1978

Assets		Liabilities	
Cash	700 00	Teachers Supply Co.	430 00
Typewriters	20000 00	Office Machine Repair	1120 00
Ten-Key Add Mch	4500 00	Office Furniture Co.	7000 00
Electronic Display Cal.	9004 00	Total Liabilities	8550 00
Electronic Printing Cal.	7582 00		
Duplicating Machines	3431 32	Capital	
Mimeograph Machines	6300 00	Ranger H.S. Bs. Dept.	
Furniture & Fixtures	11324 00	Capital	54039 32
Total Assets	62589 32	Total Liab. & Cap.	62589 32

Assignment Sheet #5c

A-1 Auto Repair Shop
Balance Sheet
May 1, 1978

Assets		Liabilities	
Cash	1342.11	Ralph Auto Supply	10240.00
Equipment	14321.00	Auto Parts Supply	7400.00
Tools	7840.32	Total Liabilities	17640.00
Office Equipment	541.00		
		Capital	
		Chad Longley, Cap.	6404.43
Total Assets	24044.43	Total Liab. & Cap.	24044.43

Assignment Sheet #5d

Chad Longley
Balance Sheet
May 1, 1978

Assets		Liabilities	
Cash	940.00	First Nat'l Bank	3000.00
Automobile	5000.00	Western Electric Store	700.00
Federal Savings & Loan	2000.00	Mercury Evans, Repair	220.00
Stereo	1000.00	Equitable Car Ins.	550.00
Clothing	1500.00	Total Liabilities	4470.00
Investment in A-1			
Auto Repair Shop	6404.43	Capital	
Refrigerator	600.00	Chad Longley, Cap.	15534.43
Total Assets	20004.43	Total Liab. & Cap.	20004.43

14.0100

UNIT III

PREPARING A BALANCE SHEET

UNIT TEST

1. Define the following terms:
    a. Accounting equation
    b. Asset
    c. Balance sheet
    d. Body
    e. Capital
    f. Creditor
    g. Equity
    h. Heading
    i. Liability
    j. Owner's equity
    k. Proprietor

2. Classify the following items by writing "Assets," "Liabilities," or "Capital" in the appropriate column.

ITEM	Balance Sheet	
	Left-hand Side	Right-hand Side
a. Cash		
b. What a business is worth		
c. An unpaid bill		
d. Supplies		
e. Anything that is owned		
f. An amount owed		
g. Difference between assets and liabilities		
h. Clothing		
i. Pledge to United Fund		
j. Buildings		

3. Use the accounting equation to find the missing amounts. In the first column write the appropriate term: "Asset," "Liability," or "Capital." In the second column write the amount.

AMOUNT

a. assets = 15,741; liabilities = 7,941 ________ ________

b. capital = 20,341; assets = 117,491 ________ ________

c. liabilities = 400; assets = 7,982 ________ ________

d. assets = 134,961; capital = 70,412 ________ ________

e. assets = 8,100; liabilities = 704 ________ ________

f. liabilities = 10,773; capital = 24,771 ________ ________

g. assets = 732; liabilities = 427 ________ ________

h. capital = 1,763,429; assets = 1,784,219 ________ ________

i. capital = 20,492; liabilities = 11,294 ________ ________

4. a. The following balance sheet was prepared for John Wilson. Because the two sides do not balance, there must be an error. Please find the error or errors and write them below. Also record the correct amounts for Total Assets and Total Liabilities and Capital.

Where error was found	Correct Amount
a.	____________
b.	____________
c.	____________
Total Assets	____________
Total Liabilities and Capital	____________

John Wilson

Balance Sheet

January 1, 19--

Assets			Liabilities		
Cash	232	40	Mason Wilson	400	00
U.S. Savings Bonds	142	00	Northern State Univ.	700	00
Automoblie	4320	00	United Fund	53	00
Television Set	530	00	First National Bank	479	31
Clothing	421	00	Total Liabilities	1622	31
			Capital		
			John Wilson, Cap.		
Total Assets	5645	40	Total Liab. & Cap.	5645	42

4. b. Prepare a balance sheet using the following information: Harry Johnson is the owner and operator of Johnson's Dairy. The following are the assets and liabilities of Johnson's Dairy as of May 1 of the current year:

Cash - $843.00; Livestock - $30,492.00; Dairy Equipment - $43,921.00; Dairy Supplies - $7,942.00; Feed - $6,492.00; Truck - $3,000.00; Liabilities: Dairyway Products - $4,493.00; Michael Johnson - $232.00; Jay's Feed Co. - $3,341.00; Jason County Savings and Loan Association - $31,400.00.

5. Demonstrate the ability to:

   a. Correctly use terms in sentences.

   b. Classify assets, liabilities, and capital.

   c. Find the missing amounts using the accounting equation.

   d. Prepare balance sheets.

   (NOTE: If these skills have not been accomplished prior to the test, ask the instructor when they should be completed.)

14.0100

UNIT III

PREPARING A BALANCE SHEET

ANSWERS TO UNIT TEST

1. a. The statement that assets equal liabilities plus capital

   b. Anything of value that is owned

   c. A business form that lists (1) what is owned, (2) what is owed, and (3) what a business or individual is worth on a specific date

   d. The part of the balance sheet that has three sections: the assets, liabilities, and capital

   e. What the business or individual is worth or the owner's claims against the assets

   f. The one to whom an amount is owed

   g. Claim against the assets of a business or individual

   h. The part of the balance sheet that contains (1) the name of the business or individual for whom the balance sheet is prepared, (2) the name of the form, and (3) the date of the form

   i. An amount that is owed or the creditor's claims against the assets

   j. The owner's claims against the assets

   k. The owner of a business

2.	Left-hand Side	Right-hand Side
a.	Asset	
b.		Capital
c.		Liability
d.	Asset	
e.	Asset	
f.		Liability

	Left-hand Side	Right-hand Side
g.		Capital
h.	Asset	
i.		Liability
j.	Asset	

3.

	TERM	AMOUNT
a.	Capital	$ 7,800.00
b.	Liabilities	97,150.00
c.	Capital	7,582.00
d.	Liabilities	64,549.00
e.	Capital	7,396.00
f.	Assets	35,544.00
g.	Capital	305.00
h.	Liabilities	20,790.00
i.	Assets	31,786.00

4. a. Total Liabilities - $1,632.31

b. Capital - $4,013.09

c. Total Assets - $5,645.40

d. Total Liabilities and Capital - $5,645.40

4. b.

Johnson's Dairy
Balance Sheet
May 1, 1978

Assets			Liabilities		
Cash	843	00	Dairyway Products	4493	00
Livestock	30492	00	Michael Johnson	232	00
Dairy Equipment	43921	00	Jay's Feed Co.	3341	00
Dairy Supplies	7942	00	Jayson County		
Feed	6492	00	Savings & Loan Assoc	31400	00
Truck	3000	00	Total Liabilities	39466	00
			Capital		
			Harry Johnson, Cap	53224	00
Total Assets	92690	00	Total Liab & Cap.	92690	00

5. Evaluated to the satisfaction of the instructor.

[redacted]

14.0400

UNIT I

MEETING AND GREETING CALLERS

TERMINAL OBJECTIVE

After completion of this unit, the student will be able to communicate effectively with office callers and staff, to classify office callers and to conduct all communications using acceptable office procedures. This knowledge will be evidenced through demonstration and by successfully completing a unit test.

SPECIFIC OBJECTIVES

After completing this unit of instruction, the student will be able to:

1. Define the terminology relating to meeting and greeting callers.
2. List the personality characteristics of the good receptionist.
3. State the proper procedure for greeting and screening office visitors.
4. Classify the office callers in various categories.
5. Specify information about the caller that should be recorded in the visitor's log.
6. List the information contained in an executive card file.
7. Name the speaking procedures or mannerisms which affect the receptionist's ability to communicate effectively.
8. List the special duties of the receptionist.
9. Demonstrate the ability to:
    a. Role-play meeting and greeting the office caller.

14.0400

UNIT I

MEETING AND GREETING CALLERS

SUGGESTED ACTIVITIES

I Instructor:

- A. Provide objective sheet.
- B. Discuss objective sheet.
- C. Provide information sheet.
- D. Discuss information sheet.
- E. Provide assignment sheets.
- F. Discuss assignment sheets.
- G. Provide job sheet.
- H. Discuss job sheet.
- I. Give test and evaluate results.

II. Student:

- A. Read objective sheet.
- B. Participate in the discussion of the objective sheet.
- C. Read information sheet.
- D. Participate in the discussion of the information sheet.
- E. Read assignment sheets.
- F. Complete assignment sheets.
- G. Read job sheet.
- H. Complete job sheet.
- I. Take test.

INSTRUCTIONAL MATERIALS

I. Included in this unit:

- A. Objectives
- B. Information sheet
- C. Assignment sheets
    1. Assignment Sheet #1--Completing the Conversation
    2. Assignment Sheet #2--Log of Callers
    3. Assignment Sheet #3--Introducing the Caller
    4. Assignment Sheet #4--Personality Evaluation
- D. Answers to assignment sheets
- E. Job sheet
    1. Job Sheet #1--Role-Playing - Meeting and Greeting the Office Caller
- F. Answers to job sheet
- G. Test
- H. Answers to test

II. References:

- A. Books
    1. Archer, Fred C. and others. General Office Procedures. 4th ed. New York: McGraw-Hill Book Company, 1975.
    2. Fries, Albert C. and others. Applied Secretarial Procedures. 7th ed. New York: McGraw-Hill Book Company, 1974.
    3. Laird, Donald A. and others. Psychology Human Relations and Motivation. 5th ed. New York: McGraw-Hill Book Company, 1975.
    4. Meehan, James R. and others. Clerical Office Procedures. 5th ed. Cincinnati: South-Western Publishing Co., 1973.

5. Meehan, James R. and others. Secretarial Office Procedures. 8th ed. Cincinnati: South-Western Publishing Co., 1972.

6. Whitcomb, Helen and Rosalind Lang. Today's Woman. 3rd ed. New York: McGraw-Hill Book Company, 1976.

7. Wood, Merle W. and Margaret A. McKenna. The Receptionist. New York: McGraw-Hill Book Company, 1966.

B. Records

1. Gregg Secretarial Training Records. New York: McGraw-Hill Book Company.

C. Transparencies

1. Personal Development Transparencies. Cincinnati: South-Western Publishing Co.

14.0400

UNIT I

MEETING AND GREETING CALLERS

INFORMATION SHEET

I. Terms and definitions

- A. Appointment--An arrangement for a meeting
- B. Calendar--A list of events or activities giving dates and details
- C. Cancellation--A released appointment
- D. Card file--A brief record entered on a card and arranged in a sequential order (usually alphabetical order)
- E. Escorting--Accompanying another person
- F. Log--A complete record
- G. Mannerisms--Gestures, facial expressions, or speech habits that detract or enhance your ability to communicate effectively
- H. Peddler--One who offers merchandise for sale
- I. Receptionist--A person hired to greet callers
- J. Reroute--To direct to a different person or office
- K. Scheduling--Appointing or assigning to a fixed time
- L. Screening--Selecting or eliminating those who seek appointments with office personnel
- M. Solicitor--One who requests donations or services
- N. Terminate--To bring to an end

II. Personality characteristics of a good receptionist

- A. Poise
- B. Self-confidence
- C. Empathy
- D. Tact
- E. Courtesy

- F. Self-control
- G. Diplomacy
- H. Fairness
- I. Resourcefulness
- J. Good memory
- K. Keen judgment
- L. Interest

III. Correct procedure for greeting and screening office callers

- A. Learn the name of the person visiting.
- B. Learn the purpose of the visit.
- C. Learn the name of the person's company affiliate.
- D. Learn the name of the person to be visited.
- E. Escort the person to the proper office.
- F. If the executive is busy, but can see the caller,
    - 1. Politely ask caller to wait.
    - 2. Make caller comfortable in the receiption area.
- G. If the executive is busy, and can't see the caller,
    - 1. Reroute the caller to another company official.
    - 2. Take a message.
    - 3. Reschedule the appointment.

IV. Classifying the callers

- A. Persons known to the business
    - 1. Sales representatives
    - 2. Regular customers
    - 3. Friends of the employer
    - 4. Family members
    - 5. Company employees

B. Persons unknown to the business
  1. Prospective customers
  2. New salesmen
  3. Peddlers
  4. Solicitors
  5. Applicants for positions

C. Difficult callers
  1. Complainants
  2. Disorderly persons
  3. Talkative persons

V. Visitor's log

A. Record complete information about the caller.
  1. Date
  2. Time (arrival and departure)
  3. Name
  4. Company affiliation
  5. Business address
  6. Telephone number
  7. Name of person called on

B. Care should be taken to include all visitors' names and information in the log.

C. Messages received for visitors could be attached to the log.

VI. Executive card file

A. Record on company executives for company use when officials are out of the office
  1. Traveling
  2. On vacation
  3. Ill

        4. In home office

    B. Information contained on each card should include

        1. Department and extension number.

        2. Secretary's name and extension number.

        3. Home address and telephone number.

        4. Directions to visitor's home.

        5. Names of spouse and children.

    C. Other information which might be included, but which would not be for general use

        1. Regular meetings away from office

        2. Usual lunch hour

        3. Preference regarding appointment and visiting hours

VII. Speaking skills and mannerisms affecting communication

    A. Speech

    B. Grammar

    C. Voice

    D. Pronunciation

    E. Enunciation

    F. Diction

    G. Slang

    H. Gestures

    I. Facial expressions

VIII. Special duties of receptionist

    A. Serve or prepare coffee or refreshments

        1. To office personnel.

        2. To awaiting visitors.

B. Disburse and control monies

1. To pay postal charges.
2. To purchase incidental office supplies.
3. To pay delivery men.

C. Maintain appearance of reception area and office by

1. Dusting and emptying ash trays.
2. Watering plants.
3. Adjusting lighting and temperature.
4. Reporting heavy cleaning or repairs necessary to proper personnel.

D. Arrange equipment, furniture and supplies

1. For efficient traffic movement.
2. For maximum space utilization.

14.0400

UNIT I

MEETING AND GREETING CALLERS

ASSIGNMENT SHEET #1--COMPLETING THE CONVERSATION

Directions: Complete the following conversation between a receptionist and an office visitor who needs to see the president of your company. Make it realistic.

Visitor comes in the office and is greeted by the receptionist.

Receptionist says:

Visitor responds, asking to see the president:

Receptionist asks about an appointment:

Visitor, a steady customer for 20 years, explains there is a complaint:

Receptionist asks the nature of the complaint:

Visitor explains the problem:

Receptionist expresses regrets and explains. She suggests the visitor see Mr. Doe, the expert in the field:

Visitor decides to see Mr. Doe:

Receptionist expresses thanks and calls a messenger to take the visitor to Mr. Doe.

14.0400

UNIT I

MEETING AND GREETING CALLERS

ASSIGNMENT SHEET #2--LOG OF CALLERS

Directions: In the log of callers which follows, record the time the following callers arrived, the time they were escorted to their destination, and the time of their departure. The current date may be used.

10:15 a.m.: Don P. Lloyd, salesman, Lloyd and Oden Products Company, requested to see Mr. Klug, Accounting Department. No appointment. Escorted to Mr. Klug at 10:18 a.m. Departed at 11:10 a.m.

10:19 a.m.: Jay R. Dalton, Private Attorney, of Dalton Attorney at Law, to see Mr. Blankers, office manager. No appointment. Mr. Blankers out. Made appointment for 2:15 p.m. the next day. Departed 10:25 a.m.

10:27 a.m.: Miss Cindy Yarbrough, job applicant. Referred to Personnel Department. Departed 11:00 a.m.

10:53 a.m.: Neal Thompson, designer, to see Mr. Davis, Advertising Department, by appointment. Escorted to Mr. Davis' office at 11:05 a.m. Departed at 12 noon.

LOG of CALLERS

DATE	NAME	FIRM	TIME of ARRIVAL	TIME ESCORTED to DESTINATION	REFERRED TO	TIME of DEPARTURE

14.0400

UNIT I

MEETING AND GREETING CALLERS

ASSIGNMENT SHEET #3--INTRODUCING THE CALLER

Directions: Assume you are the receptionist for L. D. Brinkman in Irving, Texas. A caller, Mr. Leroy Craft, needs an escort to take him to Mr. Atkins, one of the firm's executives, so you summoned a messenger.

A. How would you introduce the messenger to the visitor?

B. What instructions would you give the messenger, and how would you say them?

C. Now assume that you are the messenger. How would you introduce the caller to Mr. Atkins' secretary, Ms. Bardwell?

Write a short paragraph answering each question.

14.0400

UNIT I

MEETING AND GREETING CALLERS

ASSIGNMENT SHEET #4--PERSONALITY EVALUATION

Directions: Complete the following Personality Evaluation Form. Total each column (Yes, Sometimes, and No). Which points need to be worked on and how can they be improved?

PERSONALITY EVALUATION

QUESTION	YES	NO	SOME-TIMES
Enthusiasm & Initiative			
1. I tackle a problem immediately rather than putting it off.			
2. I do what needs to be done without being told.			
3. I start new activities for the good of the group.			
4. I take a leadership role in group work.			
5. I undertake offices in clubs.			
6. I refuse to give up.			
7. Set and usually achieve high standards and goals.			
8. I have confidence in my ability to do a good job.			
Dependability			
9. I complete jobs with very little supervision.			
10. I meet deadlines on time.			
11. I discipline myself not to take advantage of privileges.			

QUESTION	YES	NO	SOME-TIMES
12. I fulfill commitments once they are made.			
13. I ask when something seems wrong.			
14. I am absent from work a minimum amount of time.			
15. I do more than is required.			
16. I complete tasks despite problems that arise.			
17. I pursue what is honest and moral.			
18. I admit my own mistakes and accept them as my own, not other's.			
Attitude			
19. I am friendly to everyone.			
20. I will do things for others without being asked.			
21. I realize the importance of being on time.			
22. I am loyal to my friends.			
23. I will accept responsibility.			
24. I will share with others.			
25. I try not to hurt people's feelings.			
26. I do my share of the work at home and school.			
27. I try to resolve arguments.			
28. I think about the consequences of my actions ahead of time.			
29. I try not to take advantage of the good nature of others.			
30. I use language appropriate to the occasion.			

QUESTION	YES	NO	SOME-TIMES
31. I treat new employees with kindness.			
32. I respect people's property.			
33. I respect people's good name.			
34. I share my good fortune with others.			
35. I treat others respectfully and courteously.			
36. I am cooperative with others.			
Health Habits			
37. I keep my clothing neat and clean.			
38. I try not to snack between meals.			
39. I keep my weight within proper limits.			
40. I brush my teeth and see my dentist regularly.			
41. I take a bath regularly.			
42. I wash my hands before meals.			
43. I get enough exercise to stay physically fit.			
44. I keep my fingernails clean and well manicured.			
45. I get a proper amount of rest, sunshine, and fresh air.			
Personal Appearance			
46. I have a ready smile.			
47. I keep my hair well-groomed.			
48. I watch my diet to prevent skin disorders.			
49. I use a deodorant to prevent body odor.			
50. I avoid excessive use of makeup.			

QUESTION	YES	NO	SOME-TIMES
51. I dress according to the situation.			
52. I keep clothing well pressed at all times.			
53. I keep shoes well shined or cleaned.			
54. I sit, stand, and walk with good posture.			
Personal Habits			
55. I talk in a moderate tone of voice when in a group.			
56. I keep the amount of borrowing to a minimum.			
57. I talk with others without monopolizing the conversation.			
58. I can take and give criticism constructively.			
59. I make my word dependable.			
60. I consider the feelings of others.			
61. I refrain from forcing my opinion on others.			
62. I respect others' opinions.			
63. I have a desire to succeed.			
Mental Alertness			
64. I give careful attention to instructions.			
65. I learn from mistakes.			
66. I understand and follow instructions exactly.			
67. I investigate problems more than I am required.			
68. I use judgment to distinguish the unimportant from the important.			

QUESTION	YES	NO	SOME-TIMES
69. I react positively to suggestions for improvement.			
70. I contribute to groups.			
71. I consider all facts and facets of a problem before attempting to solve it.			
72. I consider the results of my actions.			
73. I can adapt to meet new situations.			
Social and Recreational Skills			
74. I enjoy group activities.			
75. I participate in outdoor and indoor sports in season.			
76. I drive with regard to safety.			
77. I can talk to a group without being self-conscious.			
78. I have hobbies others share.			
79. I enjoy playing or listening to music.			
80. I swim and have had training in life-saving and first aid.			
Production Ability			
81. I tackle jobs energetically.			
82. I remain cheerful among unpleasant tasks.			
83. I get instructions straight before starting a job.			
84. I get organized before beginning a job.			
85. I work at a steady pace without frequent stops for rest.			
86. I work up to my ability.			
87. I never sacrifice quality for quantity.			

QUESTION	YES	NO	SOME-TIMES
88. I profit from mistakes and improve with repetition.			
89. I keep waste and wasted effort to a minimum.			
90. I tackle a job the right way.			

14.0400

UNIT I

MEETING AND GREETING CALLERS

ANSWERS TO ASSIGNMENT SHEETS

Assignment Sheet #1

Evaluated to the satisfaction of the instructor.

Assignment Sheet #2

LOG of CALLERS

DATE	NAME	FIRM	TIME of ARRIVAL	TIME ESCORTED to DESTINATION	REFERRED TO	TIME of DEPARTURE
current date	Don P. Lloyd	Lloyd & Oden Products	10:15 a.m.	10:18 a.m.	Mr. Klug	11:10 a.m.
current date	Jay R. Dalton	Dalton Attorney at Law	10:19 a.m.			10:25 a.m.
current date	Cindy Yarbrough	Job Applicant	10:27 a.m.	10:27 a.m.	Personnel Depart.	11:00 a.m.
current date	Neal Thompson	Designer	10:53 a.m.	11:05 a.m.	Mr. Davis	12 noon

Assignment Sheet #3

Evaluated to the satisfaction of the instructor.

Assignment Sheet #4

Evaluated to the satisfaction of the instructor.

14.0400

UNIT I

MEETING AND GREETING CALLERS

JOB SHEET #1--ROLE-PLAYING - MEETING AND GREETING THE OFFICE CALLER

I. Tools and equipment needed:

- A. Receptionist desk
- B. Secretarial chair
- C. Several waiting room chairs
- D. Telephone
- E. Appointment calendar
- F. Visitor's log
- G. Card file box

II. Job Procedures:

- A. Set up a section of the classroom to simulate a receptioning area.
- B. Assign a student to play the role of receptionist.
- C. Assign a student to play the role of office caller.
- D. Assign a student to act as an executive.
- E. Seat the other students at desks or tables to evaluate the role-play situations.
- F. Role-play a typical situation.

14.0400

UNIT I

MEETING AND GREETING CALLERS

ANSWERS TO JOB SHEET

Job Sheet #1

Evaluated to the satisfaction of the instructor.

14.0400

UNIT I

MEETING AND GREETING CALLERS

UNIT TEST

1. Define the following terms.
   a. Receptionist
   b. Screening
   c. Solicitor
   d. Cancellation
   e. Scheduling
   f. Appointment
   g. Terminate
   h. Calendar
   i. Reroute
   j. Card file
   k. Peddler
   l. Escorting
   m. Log
   n. Mannerisms

2. List the personality characteristics of the good receptionist.

   a.

   b.

   c.

   d.

   e.

   f.

   g.

   h.

   i.

   j.

   k.

   l.

3. Place the following steps for the correct procedure for greeting and screening office callers in the proper order by placing the numbers 1-10 in the blanks to the left of the statements. (Number 1 being the first step, number 2 the second, etc.)

   _____ a. Take a message.

   _____ b. Learn the name of the person to be visited.

   _____ c. Learn the purpose of the visit.

   _____ d. If the executive is busy but can see the caller, politely ask caller to wait.

   _____ e. Learn the name of the person visiting.

   _____ f. Make caller comfortable in the reception area.

   _____ g. If the executive is busy, and can't see the caller, reroute the caller to another company official.

   _____ h. Learn the name of the person's company affiliate.

   _____ i. Escort the person to the proper office.

   _____ j. Reschedule the appointment.

4. Place an "x" in the proper column to classify the following office callers:

	Persons Known to Company	Persons Unknown	Difficult Callers
a. Peddlers			
b. Family members			
c. Prospective customers			
d. Complainants			
e. Regular customers			
f. Sales representatives			
g. Talkative persons			
h. Disorderly persons			
i. Solicitors			
j. New salesmen			
k. Friends of the employer			
l. Company employees			
m. Applicants for positions			

5. Specify information about the caller that should be recorded in the visitor's log.

6. List the information contained in an executive card file.

7. Name the speaking procedures or mannerisms which affect the receptionist's ability to communicate effectively.

   a.

   b.

   c.

   d.

   e.

   f.

   g.

   h.

   i.

8. List the special duties of the receptionist.

   a.

   b.

   c.

   d.

9. Demonstrate the ability to:

   a. Role-play meeting and greeting the office caller.

      (NOTE: If this skill has not been accomplished prior to the test, ask the instructor when it should be completed.)

14.0400

UNIT I

MEETING AND GREETING CALLERS

ANSWERS TO UNIT TEST

1. a. Receptionist--A person hired to greet callers
   b. Screening--Selecting or eliminating those who seek appointments with office personnel
   c. Solicitor--One who requests donations or services
   d. Cancellation--A released appointment
   e. Scheduling--Appointing or assigning to a fixed time
   f. Appointment--An arrangement for a meeting
   g. Terminate--To bring to an end
   h. Calendar--A list of events or activities giving dates and details
   i. Reroute--To direct to a different person or office
   j. Card file--A brief record entered on a card and arranged in a sequential order (usually alphabetical order)
   k. Peddler--One who offers merchandise for sale
   l. Escorting--Accompanying another person
   m. Log--A complete record
   n. Mannerisms--Gestures, facial expressions, or speech habits that detract or enhance your ability to communicate
2. a. Poise
   b. Self-confidence
   c. Empathy
   d. Tact
   e. Courtesy
   f. Self-control

g. Diplomacy

h. Fairness

i. Resourcefulness

j. Good memory

k. Keen judgment

l. Interest

3. 9 a.

4 b.

2 c.

6 d.

1 e.

7 f.

8 g.

3 h.

5 i.

10 j.

4.

	Persons Known to Company	Persons Unknown	Difficult Callers
a. Peddlers		X	
b. Family members	X		
c. Prospective customers		X	
d. Complainants			X
e. Regular customers	X		
f. Sales representatives	X		
g. Talkative persons			X
h. Disorderly persons			X

	Persons Known to Company	Persons Unknown	Difficult Callers
i. Solicitors		X	
j. New salemen		X	
k. Friends of the employer	X		
l. Company employees	X		
m. Applicants for positions		X	

5. In preparing a visitor's log, complete information about the caller should be recorded. This includes: date, time, name, company affiliation, business address, telephone number, and name of the person called on. Care should be taken to include all visitors' names and information in the log. Messages received for visitors could be attached to the log.

6. a. Department and extension number

   b. Secretary's name and extension number

   c. Home address and telephone number

   d. Directions to visitor's home

   e. Name of spouse and children

7. a. Speech

   b. Grammar

   c. Voice

   d. Pronunciation

   e. Enunciation

   f. Diction

   g. Slang

   h. Gestures

   i. Facial expressions

8. a. Serve or prepare coffee or refreshments
   b. Disburse and control monies
   c. Maintain appearance of reception area and office
   d. Arrange equipment, furniture and supplies
9. Evaluated to the satisfaction of the instructor.

14.0400

UNIT II

HANDLING APPOINTMENTS

TERMINAL OBJECTIVE

After completion of this unit, the student will be able to list information needed in making appointments, choose correct answers regarding scheduling and canceling appointments, discuss the proper use of calendars, identify the types of calendars, and state important reasons for reminding the employer of appointments. This knowledge will be evidenced through demonstration and by successfully completing a unit test.

SPECIFIC OBJECTIVES

After completing this unit of instruction, the student will be able to:

1. List information needed in making an appointment.
2. Choose correct answers regarding scheduling and canceling appointments.
3. Discuss the proper use of calendars.
4. Identify types of calendars.
5. State important reasons for reminding the employer of appointments.
6. Demonstrate the ability to:
    a. Role play scheduling and canceling appointments.
    b. Maintain an appointment calendar and schedule.

14.0400

UNIT II

HANDLING APPOINTMENTS

SUGGESTED ACTIVITIES

I. Instructor:

   A. Provide objective sheet.

   B. Discuss objective sheet.

   C. Provide information sheet.

   D. Discuss information sheet.

   E. Make transparencies.

   F. Demonstrate the keeping of an employer's calendar of appointments.

   G. Demonstrate synchronization of secretary's calendar with that of employer.

   H. Provide assignment sheets.

   I. Discuss assignment sheets.

   J. Provide additional jobs in applicable exercise papers.

   K. Give test and evaluate results.

II. Student:

   A. Read objective sheet.

   B. Participate in discussion of objective sheet.

   C. Read information sheet.

   D. Participate in discussion of the information sheet.

   E. View transparencies.

   F. Participate in demonstration of keeping an employer's calendar of appointments.

   G. Participate in demonstration of the synchronization of a secretary's calendar with that of employer.

H. Read assignment sheets.

I. Complete assignment sheets.

J. Do additional jobs in applicable exercise papers.

K. Take test.

INSTRUCTIONAL MATERIALS

I. Included in this unit:

  A. Objectives

  B. Information sheet

  C. Transparency masters

    1. II-TM-1--Desk Calendar

    2. II-TM-2--Appointment Schedule Sheet

  D. Assignment sheets

    1. Assignment Sheet #1--Role-Playing

    2. Assignment Sheet #2--Maintaining an Appointment Calendar and Schedule

  E. Answers to assignment sheets

  F. Additional jobs in applicable exercise papers

  G. Test

  H. Answers to test

II. References:

  A. Archer, Fred C. and others. General Office Procedures. 4th ed. New York: McGraw-Hill Book Company, 1975.

  B. Fries, Albert C. and others. Applied Secretarial Procedures. 7th ed. New York: McGraw-Hill Book Company, 1974.

  C. Meehan, James R. and others. Clerical Office Procedures. 5th ed. Cincinnati, Ohio: South-Western Publishing Co., 1973.

  D. Meehan, James R. and others. Secretarial Office Procedures. 8th ed. Cincinnati, Ohio: South-Western Publishing Co., 1972.

14.0400

UNIT II

HANDLING APPOINTMENTS

INFORMATION SHEET

I. Information needed to make appointments

   A. Time

   B. Place

   C. Name of caller and company

   D. Purpose

   E. Employer's schedule, as observed on appointment calendar

II. Scheduling and canceling appointments

   A. Scheduling

      1. Calendar of events to be accurate and conveniently workable

      2. Appointment to be scheduled on both secretary and boss's calendars

      3. If boss makes appointments frequently on own, secretary should consult before confirming appointment.

      4. All information is to be written or typed.

      5. Precedence given to those with appointments, with exception to urgent matters

   B. Canceling

      1. Cancel by telephone or mail.

      2. All persons involved should be notified.

      3. Use tact; show consideration.

      4. If possible, see if someone else in firm can handle appointment.

C. Rescheduling

1. Give opportunity for rescheduling.

2. Follow basic scheduling procedures.

III. Planning and maintaining calendars

A. Planning

1. Write everything down.

2. Verify boss and secretary's calendars.

3. Secretary's use of calendar can contribute greatly to effective use of boss's time.

4. Secretary should be resourceful in attempting to coordinate boss's schedule with company, family, and client's schedules.

B. Maintaining

1. Record should indicate which appointments were kept.

2. Be sure to mark all changes.

3. Retain calendar for future reference. (Length of time is to be determined by individual employer.)

IV. Types of calendars

A. Desk calendar

B. Appointment schedule sheet

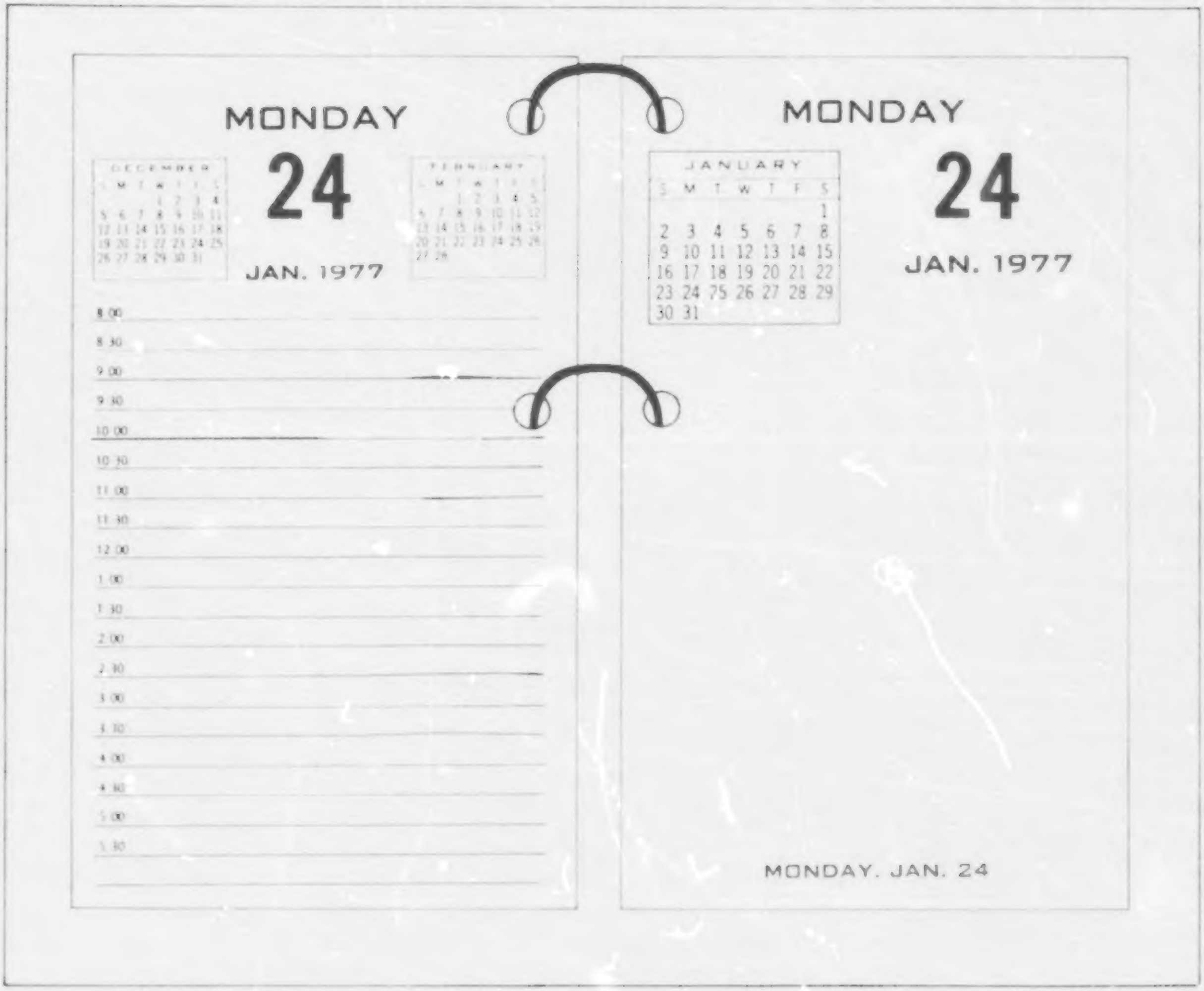
V. Importance of reminding employer of appointments

A. Reflects organization

B. Shows consideration for others

C. Produces good human relations

DESK CALENDAR


MONDAY
24
JAN. 1977
DECEMBER
FEBRUARY
8:00
8:30
9:00
9:30
10:00
10:30
11:00
11:30
12:00
1:00
1:30
2:00
2:30
3:00
3:30
4:00
4:30
5:00
5:30
MONDAY
JANUARY
S M T W T F S
24
JAN. 1977
MONDAY, JAN. 24

MR. VICTOR'S APPOINTMENTS

for

Tuesday, October 7

9:30 a.m.	Mr. Santos
10:30 a.m.	Carlos Hondo
11:30 a.m.	Aaron Blanding, his office, Citizens National Bank
12:30 p.m.	Bland Boyd, lunch at the Town Club
2:00 p.m.	Sam Hartley, advertising plans (436-2400)
2:30 p.m.	Miss Eloise Miller, Community Chest organizer (436-4341)
3:30 p.m.	Leave for airport

14.0400

UNIT II

HANDLING APPOINTMENTS

ASSIGNMENT SHEET #1--ROLE-PLAYING

Directions: Choose partners from the class and role-play the following situations. After each situation, fill out an evaluation form provided. (One partner should be the secretary and the other should be the caller.)

1. Mrs. Bill Owens of the Western Supply Company calls for an appointment with Mr. Dale Smith for 3 p.m. on next Thursday, concerning new office supplies that are available. You find that he has an appointment at this time. Change the time to 3:15 p.m.
2. Mr. Joseph Wimberly calls and tells you that he cannot keep his appointment with Mr. Dale Smith at 4 p.m. today. Reschedule it for tomorrow afternoon.
3. Mr. Dale Smith finds that he will not be in the office next Thursday as he will be out of town. Call Mrs. Bill Owen of the Western Supply Company and cancel the appointment with her. Do not reschedule the appointment at this time, but tell her that Mr. Smith will contact her later.

14.0400

UNIT II

HANDLING APPOINTMENTS

EVALUATION SHEET FOR ASSIGNMENT SHEET #1

Directions: Place a check mark by each of the following points which you feel the secretary met effectively. Also write any additional comments. Give the evaluation sheet to the person who role-played the secretary, so that he or she might use this knowledge to improve.

_____ 1. Consider employer's preferences when scheduling appointments.

_____ 2. Be tactful in refusing appointments; state reason, if possible.

_____ 3. Verify appointment by telephone or by letter.

_____ 4. Maintain a daily calendar for yourself and your employer.

_____ 5. Cancel appointments immediately.

_____ 6. Offer to reschedule canceled appointments.

_____ 7. Know your boss's daily schedule.

Comments: ____

____

____

____

____

____

____

14.0400

UNIT II

HANDLING APPOINTMENTS

ASSIGNMENT SHEET #2--MAINTAINING AN APPOINTMENT CALENDAR AND SCHEDULE

Directions: Your employer is Mr. Harold Payne, Executive Vice-President. The following appointments were made for him for Monday, January 24. The date preceding each item is the date the appointment was made.

1. Record the appointments on your desk calendar in the order they were received. Then type the appointments on Mr. Payne's appointment schedule that follows.
2. From the information provided, neatly make the changes or cancellations in ink on both calendars.

NOTE: Your instructor should provide you with a copy of the desk calendar for January 24.

January 1	A letter received from Mr. David Yoss asks if an appointment can be arranged for 10:00 a.m. on the 24th. You are able to confirm the day and hour.
January 9	One of Mr. Payne's associates, Mr. Hoffman, calls to inquire if he may meet with some of the staff in Room 315, on Monday the 24th, at 9 a.m. The meeting will require a half hour.
January 14	Mr. Payne asks you to arrange a luncheon meeting at 12 in Dining Room B for Ms. Felicia Blackstone, Mr. William Smythe, and Mr. Edwin Rutherford, who are all members of the local association of architects. You check with the three to determine if they are free for an hour and a half meeting. They all confirm they are free; you schedule the meeting.
January 16	Ms. Long, one of the research associates in the technical division, calls to see if she can talk with Mr. Payne for approximately 15 minutes late on the afternoon of the 24th. You schedule an appointment for 4:30 p.m.

January 23	A secretary to T. W. Wilson calls from El Paso to see if Mr. Payne could meet with Mr. Wilson late in the afternoon of the next day. Mr. Wilson will be in your city and needs to discuss a job on which he will be working with Mr. Payne. Mr. Payne tells you that he can meet Mr. Wilson at 4 p.m.
January 7	Mrs. Payne calls to ask you to put a reminder for a PTA meeting at 5:30 on the 24th on Mr. Payne's calendar.
January 11	Mr. Smythe calls to inform you that he cannot meet with Mr. Payne and the others on the 24th.
January 19	Mr. Wilson's secretary calls from El Paso to tell you that Mr. Wilson will arrive earlier and will see Mr. Payne at 2:00 on the 24th instead of 4 p.m.

APPOINTMENT SCHEDULE FOR MONDAY, JANUARY 24

Time	Appointments	Memo
9:00		
9:30		
10:00		
10:30		
11:00		
11:30		
12:00		
12:30		
1:00		
1:30		
2:00		
2:30		
3:00		
3:30		
4:00		
4:30		

14.0400

UNIT II

HANDLING APPOINTMENTS

ANSWERS TO ASSIGNMENT SHEETS

Assignment Sheet #1

Evaluated to the satisfaction of the instructor.

Assignment Sheet #2

Evaluated to the satisfaction of the instructor.

14.0400

UNIT II

HANDLING APPOINTMENTS

UNIT TEST

1. List the five items of information necessary to schedule appointments.

   a.

   b.

   c.

   d.

   e.

2. Mark the answer by blacking in the circle by the best choice regarding scheduling and canceling appointments.

   a. Information about appointment should be

      ○ 1. Written down.

      ○ 2. Typed.

      ○ 3. All written down.

      ○ 4. All typed.

   b. Canceling appointments may be done

      ○ 1. In person.

      ○ 2. By telephone and mail.

      ○ 3. In person, by telephone and by mail.

      ○ 4. By telephone or by mail.

   c. Appointments should be scheduled on

      ○ 1. Both secretary and boss's calendars.

○ 2. Either secretary or boss's calendar.

○ 3. Appointment schedule sheet.

○ 4. Calendars and appointment schedule sheets.

d. If the boss makes appointment on own, the secretary should

○ 1. Respect boss's privacy.

○ 2. Consult boss before confirming other appointments.

○ 3. Request caller speak with the boss about appointment.

○ 4. Remind boss to inform secretary of the appointment.

e. When canceling an appointment

○ 1. All persons involved should be notified.

○ 2. Only the two main parties need to be notified. They will contact the others.

○ 3. Only those out of town should be notified.

○ 4. Only those who request prior notification should be contacted.

f. Precedence should be given to

○ 1. All urgent matters.

○ 2. Appointments, with the exception of urgent matters.

○ 3. Appointments only.

○ 4. That which seems most important.

g. In canceling an appointment

○ 1. Apologize for the cancellation.

○ 2. Make excuses for your boss.

○ 3. Be very careful not to over exaggerate.

○ 4. Use tact; show consideration.

h. In rescheduling appointments

   ○ 1. Classify them "urgent".

   ○ 2. Try to make them for the same day and time.

   ○ 3. Follow basic scheduling procedures.

   ○ 4. Be sure it will not be canceled again.

i. A calendar of events should be

   ○ 1. Largely a note pad entry reference.

   ○ 2. Accurate and conveniently workable.

   ○ 3. Very detailed and specific.

   ○ 4. Neat and exact in form.

j. In canceling an appointment

   ○ 1. Do so as soon as you are told.

   ○ 2. Do so only at the last minute.

   ○ 3. If possible, you take care of the appointment.

   ○ 4. If possible, see if another person of equal authority in the firm can handle the appointment.

3. Discuss the proper use of calendars.

4. Identify the types of calendars.

   a.

   b.

5. State important reasons for reminding the employer of appointments.

   a.

   b.

   c.

6. Demonstrate the ability to:

   a. Role-play scheduling and canceling appointments.

   b. Maintain an appointment calendar and schedule.

   (NOTE: If these skills have not been accomplished prior to the test, ask the instructor when they should be completed.)

14.0400

UNIT II

HANDLING APPOINTMENTS

ANSWERS TO UNIT TEST

1. a. Time
   b. Place
   c. Name of caller and company
   d. Purpose
   e. Employer's schedule as observed on his appointment calendar.

2. a. 3
   b. 4
   c. 1
   d. 2
   e. 1
   f. 2
   g. 4
   h. 3
   i. 2
   j. 4

3. In planning calendars always write everything down; verify your calendar with your boss's; utilize the calendar to effectively contribute to your boss's time; and try to coordinate the boss's schedule with the company, with his family, and client's schedules.

   In maintaining calendars, records should indicate which appointments were kept; all changes should be marked and calendars should be kept for future reference up to a date decided upon by the employer.

4. a. Desk calendar
   b. Appointment schedule sheet

5. a. How appointments are handled reflects the organization.
   b. Shows consideration for others.
   c. Encourages good human relations.
6. Evaluated to the satisfaction of the instructor.

14.0400

UNIT III

TELEPHONE COMMUNICATIONS

TERMINAL OBJECTIVE

After completing this unit, the student will be able to demonstrate in role-play situations the ability to correctly handle incoming calls, place both local and long distance calls, and use the telephone directory. Knowledge of this material will be evidenced through demonstration and by successfully completing a unit test.

SPECIFIC OBJECTIVES

After completing this unit of instruction, the student will be able to:

1. Define terms associated with telephone communications.
2. Write a paragraph discussing "telephone personality".
3. Name four qualities of good telephone personality.
4. Select from a list of factors that contribute to the success of business calls.
5. List five ways telephone courtesy is expressed.
6. Name three basic purposes of most business calls.
7. Identify given examples of appropriate procedures for planning and placing a business call.
8. Identify given examples of appropriate procedures for answering and handling a business call.
9. List three purposes of the telephone directory.
10. Discuss in writing the organization of the telephone directory including examples of the types of information found under the three main sections.
11. Name four types of telephone equipment in common use.
12. Demonstrate the ability to:
    a. Role-play proper use of the telephone in a given situation.

b. Use the telephone directory to find given information.

c. Record telephone messages.

14.0400

UNIT III

TELEPHONE COMMUNICATIONS

SUGGESTED ACTIVITIES

I. Instructor:

  A. Provide objective sheet.

  B. Discuss objective sheet.

  C. Provide information sheet.

  D. Discuss information sheet.

  E. Order teletrainer and Teletraining for Business Studies.

  F. Demonstrate proper procedures for using the telephone.

  G. Assign bulletin board responsibilities.

  H. Provide assignment sheets.

  I. Discuss assignment sheets.

  J. Give test and evaluate results.

II. Student:

  A. Read objective sheet.

  B. Participate in discussion of objective sheet.

  C. Read information sheet.

  D. Participate in discussion of information sheet.

  E. Participate in demonstration of proper procedures for using the telephone.

  F. Design bulletin board.

  G. Read assignment sheets.

  H. Complete assignment sheets.

  I. Take test.

INSTRUCTIONAL MATERIALS

I. Included in this unit:

  A. Objectives

  B. Information sheet

  C. Assignment sheets

    1. Assignment Sheet #1a--Role-Play Situations for Telephone Usage

       Assignment Sheet #1b--Evaluation Checklist for Role-Play Situations

    2. Assignment Sheet #2--Use the Telephone Directory

    3. Assignment Sheet #3--Recording Telephone Messages

  D. Answers to assignment sheets

  E. Test

  F. Answers to test

II. References:

  A. Book: Teletraining for Business Studies. American Telephone and Telegraph Company, 1965.

  B. Booklets:*

    1. "The Secretary and the Telephone"

    2. "Tips for Succeeding in Business by Telephone"

    3. "Telephone Personality Tips"

    4. "How to Succeed in Business by Telephone"

    5. "How to Make Friends by Telephone"

    6. "The Hunter's Guide"

    7. "Teletraining"

    8. "Research and Development in the Bell System"

    9. "Alexander Graham Bell"

    10. "How the Telephone Works"

    11. "The Telephone in America"

* All of the booklets can be secured from Southwestern Bell Telephone Company.

C. Films:

1. "About a Century" (28 minutes, color) A nostalgic and dynamic story about how the United States and the telephone business grew up together. The story unfolds at the 1876 Centennial Exposition in Philadelphia to reveal new U.S. scientific discoveries, including the telephone. Features historic film footage to recapture the days that brought us the horseless carriage, radio, movies, television - and all the fads in music, dancing, sports.

2. "All Kinds of People" (28 minutes, color) Provides an insight into operations of the Bell System, with emphasis on telephone people and their dedication to customer service. Story is told in terms of telephone employees, the work they do, and their feelings about their jobs.

3. "A Most Notable Century" (12 minutes, color) Depicts the parallel growth of the nation and its telecommunications system from 1876 to the present.

4. "An American Dream" (14 minutes, color) Highlights the fads, music, sports and technology of the past century including important advancements in modern day telecommunications.

5. "Operator" (15 minutes, color) A fascinating inside look at the skills needed by telephone operators in dealing with the public. Made especially for the young in mind and spirit, it portrays the modern telephone operator's job, showing it to be important, demanding, challenging and rewarding. Newly revised.

6. "Performance" (9 minutes, color) Shows unique and stringent tests telephone sets undergo at assembly plant before they are ready for customer use. Original music underscores the meaning and keeps film entertaining as it shows how reliability of telephone instruments is a prerequisite to good service.

7. "Touch-Tone Telephones" (19 minutes, color) Explains how a bank uses TOUCH-TONE telephones and a computer to talk to people using prerecorded words to answer. Scenes show a department store salesgirl obtaining an instant credit check on a customer; a housewife paying bills by telephone; a nurse handling a doctor's billing service.

8. "Network" (13 minutes, color) This multiple-image film shows the vital part the telephone switching network plays in improving the quality of our everyday lives. Shows network bringing the knowledge explosion via voice, data and video information within the reach of everyone.

9. "How to Lose Your Best Customer . . .Without Really Trying" (28 minutes, color) Pat Harrington, Jr., in the role of a businessman, sees how a series of badly handled telephone calls result in a canceled contract. Later, through flashbacks, he's shown how common sense and courtesy could have prevented the situation. Brings out practical ways to achieve telephone courtesy.

10. "I Rather Like You, Mr. Bell" (27 minutes, color) Through the phone-fun world of comedian Bob Newhart, the film explains courteous and effective telephone usage by picturing humorous historical situations in which the telephone might have played an important role - had it been invented then. Winner of six film festival awards.

    (NOTE: To order the above films, write to Association-Sterling Films, 8615 Directors Row, Dallas, Texas 75247)

D. Miscellaneous:*

1. Film catalog from Southwestern Bell Film Library
2. Southwestern Bell Booklet Catalog
3. Business Equipment Packet
4. Charts for Teletraining for Business Studies
5. Flashcards - "Speaking Over Barriers"

* Contact your nearest representative of Southwestern Bell Telephone Company.

14.0400

UNIT III

TELEPHONE COMMUNICATIONS

INFORMATION SHEET

I. Terms and definitions

   A. Area code--A three-digit number which designates the section of the country being called

   B. Classifications--The descriptive headings in the yellow pages under which different types of businesses may be found (eg. Physicians, lawyers, architects)

   C. Conversing--The act of engaging in conversation with another individual

   D. Cross references--The referral notes which provide other headings under which listings may be located

   E. Indented listings--The listings which indicate an additional number or numbers where a party may be reached after business hours

   F. Reference listings--The listings which indicate other spellings or titles under which a person or firm might be located within the directory

   G. Trademark headings--The headings that list dealers and distributors under specific brand-name products

II. Telephone personality

   (NOTE: What you say and how you say it determine the mental image formed by those with whom you come in contact by phone.)

   A. Impression of personality is made through hearing only.

   B. Interpretation is based on what is said and TONE of voice.

   C. Voice and mode of expression have greater impact without physical distractions.

   D. Notes and reference materials are easily used to aid the discussion.

   E. Degree of understanding must be determined through verifying information.

III. Qualities of a good telephone personality

   A. Pleasantness

   B. Friendliness

   C. Interest

   D. Sincerity

   E. Helpfulness

   F. Naturalness

IV. Factors that contribute to the success of business calls

   A. Choice of words

      1. Giving clear explanations

      2. Avoiding slang expressions

      3. Using short, simple, descriptive words

      4. Using expressions of courtesy

      5. Using person's name when possible

   B. Tone of voice

      1. Speaking directly into mouthpiece

      2. Using normal conversational tone

      3. Speaking clearly and distinctly

      4. Speaking unhurriedly--not too fast or too slowly

      5. Varying tone quality

   C. Personal interest and attention to the phone conversation

      1. Listening carefully

      2. Expressing real interest in the other person's point of view

      3. Letting the other person tell his story completely and with as little interruption as possible

      4. Asking appropriate questions

V. How telephone courtesy is expressed

  A. Answering the call pleasantly and promptly

  B. Using proper identification

  C. Stating the purpose of the call clearly

  D. Making inquiries tactfully

  E. Offering assistance and volunteering information

  F. Using such phrases as "please" and "thank you"

  G. Giving undivided attention to the conversation

  H. Giving the reason and asking permission when leaving the phone

  I. Getting the person's attention politely when returning to the line

  J. Avoiding unnecessarily long conversations

  K. Concluding the call properly and replacing the receiver gently

VI. Basic purposes for most business calls

  A. To give information or directions

  B. To obtain information or directions

  C. To persuade someone to do something

VII. Correct procedures for planning and placing a business call

  A. Planning the call

    1. Writing down pertinent information

      a. Purpose or reason for making call

      b. Name of person to be reached

      c. Points to be covered (directions, descriptions, dates, etc.)

      d. Questions to be asked

    2. Gathering necessary materials

      a. Pad and pencil

        - b. Calendar
        - c. Appointment schedule
        - d. Notes on points to be covered
    - 3. Determining best time to call
        - a. Business hours or lunch hours
        - b. Consider time zones
    - 4. Determining type call to be made
        - a. Local
        - b. Long distance (station-to-station or person-to-person)

B. Dialing the telephone number

1. Lifting receiver and listening for the dial tone before you begin to dial

2. Using the index finger to dial each letter and/or numeral carefully

3. Moving the dial all the way to the finger stop, then releasing it

4. Letting the dial return to its normal position without interrupting or forcing it

   (NOTE: The equipment registers the number while the dial is returning to its normal position.)

5. Avoiding use of the letter "l" for the number "one" or the letter "O" for the number "zero"

C. Conversing

1. Holding the transmitter or mouthpiece so that you speak directly into it

2. Using a normal conversational tone, with variety for interest

3. Speaking distinctly and clearly

4. Speaking unhurriedly--not too fast or too slowly

5. Asking for the extension, person, or department required to transact the call if you reach a switchboard operator or someone other than the person you are calling

6. Identifying yourself and your company when the person you are calling answers

7. Stating the reason for the call and providing any necessary information

8. Asking tactfully for information not volunteered

9. Listening carefully

10. Apologizing for the error if wrong number is reached

    (NOTE: Hang up, verify the number, and dial the call again.)

11. Tactfully directing conversation to a close after purpose has been accomplished

12. Taking time to express appreciation or making a pleasant closing remark

13. Replacing the receiver quietly when the call is finished

    (NOTE: Remember that the caller has the obligation of terminating the call.)

VIII. Correct procedures for answering and handling a business call

A. Answering promptly

   (NOTE: When you must be away from your desk, arrange to have someone answer the phone.)

B. Identifying firm and yourself

C. Taking necessary action

   1. Summoning others to the phone

      (Example: "If you will wait a moment, I will call Mr. Jones to the telephone." or "Yes, he is in. Just a moment and I will call him.")

   2. Asking caller to wait

      (Example: "Mr. Adams is talking on another telephone. May I help you?" or "I'm sorry, Mr. Smith is unable to talk just now. Do you wish to wait or may he call you?")

3. Offering assistance

   (Example: "Mrs. Thompson is out of the office until Thursday. May I help you?" or "Mr. Moore is expected back at 2 o'clock. May I ask him to call?" or "Mr. Clark is on vacation. His assistant, Mr. Christensen, is here. Would you like to talk with him?")

4. Taking a message

   (Example: "I'm sorry, Mr. Harris is out of the office today. May I take a message?")

   a. Having necessary materials at hand: telephone message pad, pencil, calendar

   b. Making notes as information is being given

   c. Writing legibly

   d. Asking politely to have information repeated if you are not certain that it has been correctly understood

   e. Verifying recorded information to assure accuracy: spelling, telephone numbers, dates, figures, etc.

5. Interrupting and re-establishing the call

   (Example: "I have the information in the file. Will you excuse me while I get it?")

   a. Attracting attention when resuming call

      (Example: "Mr. Walker, thank you for waiting. . .")

   b. Expressing regret for interruption

   c. Offering choice of waiting or being called back

   d. Depressing "Hold Button" during interruption if the telephone is equipped with one

6. Transferring a call

   (Example; "I'm sorry; I do not have that information. Mr. Perkins at extension 456 can answer your question. May I transfer your call?")

   a. When to transfer a call

1) When caller has reached wrong extension

2) When caller's request can be handled more appropriately by another person

3) When caller wishes to speak to someone else

b. Procedure to follow in transferring a call

1) Telling the caller you will transfer the call

2) Being certain to transfer the call to the proper person

3) Being sure of the correct extension

4) Telling the person the name of the person and the extension number for future reference

5) Signaling the PBX operator by slowly depressing and releasing the plunger

(NOTE: Signal twice then wait for the operator to answer.)

6) Asking the operator to transfer the call to the desired extension

7) Waiting for the operator to acknowledge your request, then hanging up quietly

IX. Purposes of the telephone directory

A. To provide lists of those who have telephones, their telephone numbers, and addresses

B. To aid in locating certain types of businesses

C. To provide useful information about the locality

D. To serve as a source for checking the spelling of names

E. To serve as a guide to the use of telephone services

X. Organization of the telephone directory

A. Introductory pages

1. How to call in emergency situations (fire, police, ambulance)

2. Localities served by the directory
3. Dialing instructions
4. Area codes
5. How to place service calls
    a. Repair service
    b. Assistance on calls
    c. Information operator
6. How to obtain weather and time reports (when provided by the telephone company)
7. When reduced rates for out-of-town calls are in effect
8. How to send telegrams by telephone
9. How to make overseas calls
10. Equipment and services available

B. Alphabetical pages

1. Listings of individuals arranged by surname

    (NOTE: Business firms containing the name of an individual are usually alphabetized by the surname.)

    (Example: Manning Bowman
    Mendel Allen
    Muskie Edward)

2. Listings with same surname arranged alphabetically
    a. First by initials
    b. Followed by given names beginning with same letter

        (Example: Hansen D
        Hansen D. E.
        Hansen Donald)

3. Listings with identical names arranged according to street name
    a. First streets with names listed alphabetically

b. Followed by numbered streets arranged in numerical order

(Example: Clifton, John C. 302 Elm Dr.
Clifton, John C. 1047 Garnet
Clifton, John C. 75 Marriot Lane)

4. Reference listings

a. To indicate varied spellings or names pronounced similarly

(Example: Schmidt--See also Schmitt, Schmedt, Schmitz)

b. To indicate a business listed under different names

(Example: Evans Construction Company--See Troup and Evans Construction Company)

5. Indented listings

a. To indicate numbers associated with a business

(Example: Katz Dept. Store 707 Main
For information--------372-4507
To order---------------372-8103)

b. To indicate numbers to be called after regular business hours

(Example: Dr. James Lea-------------377-0412
If no ans. call----------377-1437)

C. Yellow Pages

1. How the yellow pages may be used as a source of reference

a. A business may be found under its classification

b. A business may be located under its classification even though only the address or part of the name is known; distributors of brand-name products may be located under the trademark heading

c. Additional information may be secured from advertisements which supplement many listings

2. How yellow page listings are arranged

a. Businesses appear under the classification which best describes each

b. Headings are arranged alphabetically

(NOTE: The listings may be in regular or bold type.)

c. Most businesses appear in both the yellow pages and the alphabetical pages

d. Cross references provide other headings under which listings may be located

e. Trademark headings list distributors and dealers under specific brand-name products

XI. Types of telephone equipment in common use

A. Key telephone systems

1. Push-button telephone--A phone with as many as five lines

2. Call director--A push-button phone with 29 lines and a hold button

B. Telephone switchboard (PBX)--Designed to control flow of telephone communications within a business

C. Teletypewriter service--Sends typewritten messages from one location to another

D. Speaker phone--Designed to give "hands-free" communication within normal voice range

E. Automatic dialers--Operates on the principle of automatic dialing of pre-recorded numbers

F. Data-phone service--Makes it possible for two machines to transfer information to each other over the phone

G. Touch-tone service--Enables one to dial a number simply by pushing a series of buttons rather than dialing

H. Mobile telephone service--Makes a two-way connection between a regular phone and a mobile unit (plane, train, car, bus, ambulance)

14.0400

UNIT III

TELEPHONE COMMUNICATIONS

ASSIGNMENT SHEET #1a--ROLE-PLAY SITUATIONS FOR TELEPHONE USAGE

Directions: Select any two of the following situations to role-play on teletrainer before the class, demonstrating appropriate procedures and proper telephone usage.

1. Boss is talking on another phone; take necessary action.
2. Boss is out of town; take necessary action.
3. Boss is out of office for the day; take a message.
4. Necessary information is on file; take necessary action.
5. Caller has reached the wrong department; transfer the call.
6. Boss needs plane reservations for a conference in Washington, D.C. on Thursday; plan and place the call.

14.0400

UNIT III

TELEPHONE COMMUNICATIONS

ASSIGNMENT SHEET #1b--EVALUATION CHECKLIST FOR ROLE-PLAY SITUATIONS

Directions: Evaluate your performance or that of a fellow student of one of the role-playing situations in Assignment Sheet #1a.

			YES	NO
Situation 1:	a.	Answered phone promptly		
	b.	Identified firm and self		
	c.	Gave caller a choice of waiting or being called back		
	d.	Offered assistance		
	e.	Used pleasant voice		
	f.	Was courteous		
Situation 2:	a.	Answered phone promptly		
	b.	Identified firm and self		
	c.	Stated when boss might be reached		
	d.	Offered to assist or referred call to another person who could be of assistance		
	e.	Used pleasant voice		
	f.	Was courteous		
Situation 3:	a.	Answered phone promptly		
	b.	Identified firm and self		
	c.	Explained situation to caller		
	d.	Offered to take a message		
	e.	Had necessary materials at hand: pad, pencil, calendar		

			YES	NO
	f.	Made notes as information was being given		
	g.	Wrote legibly		
	h.	Politely asked caller to repeat information not clearly understood		
	i.	Verified accuracy of spelling, phone numbers, dates, and figures		
	j.	Used pleasant voice		
	k.	Was courteous		
Situation 4:	a.	Answered phone promptly		
	b.	Identified firm and self		
	c.	Explained situation		
	d.	Offered caller choice of waiting or being called back		
	e.	Depressed "Hold Button" during interruption		
	f.	Politely attracted attention when resuming the call		
	g.	Expressed regret for interruption		
	h.	Used pleasant voice		
	i.	Was courteous		
Situation 5:	a.	Answered phone promptly		
	b.	Identified firm and self		
	c.	Explained situation		
	d.	Explained that he would transfer the call		
	e.	Stated the correct person's name and extension number		
	f.	Signaled PBX operator by depressing plunger slowly twice		

				YES	NO
	g.	Asked operator to transfer call to desired extension			
	h.	Hung up quietly after operator had acknowledged request			
Situation 6:	a.	Planned the call appropriately			
		(1) Wrote down all necessary information			
			(a) Purpose of call		
			(b) Name and number of airline to be reached		
			(c) Approximate time of flight desired		
			(d) Questions on cost and scheduling of flight		
			(e) Checked time zone differences in Washington, D.C.		
		(2) Gathered necessary materials			
			(a) Pad and pencil		
			(b) Calendar		
			(c) Conference schedule		
			(d) Notes with needed information		
		(3) Determined best time to call			
		(4) Located nearest airport to determine type of call to be made (local or long distance)			
	b.	Dialed call correctly			
		(1) Listened for dial tone before dialing			
		(2) Used index finger to dial			
		(3) Let dial return to its normal position by itself			
		(4) Dialed correct numbers			

	YES	NO
c. Conversed adequately		
(1) Spoke directly into mouthpiece		
(2) Used normal tone		
(3) Spoke distinctly and clearly		
(4) Spoke at normal rate		
(5) Asked for proper extension		
(6) Identified self and company when correct extension was reached		
(7) Stated reason for call and provided necessary information		
(8) Asked tactfully for information not given; made necessary arrangements		
(9) Expressed appreciation for help		
(10) Pleasantly closed conversation; hung up quietly		

Rating: If you did not answer "Yes" to each question above, your telephone communications are not up to business standards.

14.0400

UNIT III

TELEPHONE COMMUNICATIONS

ASSIGNMENT SHEET #2--USE THE TELEPHONE DIRECTORY

Directions: Using the local telephone directory, locate and list the correct number or information for each item below.

1. Police ____________________
2. Directory Assistance (local) ____________________
3. List the hours long distance rates are lowest if you dial yourself ____________________
4. List the area code for any five of the following cities.
    a. Los Angeles, California ____________________
    b. Denver, Colorado ____________________
    c. New Orleans, Louisiana ____________________
    d. Syracuse, New York ____________________
    e. Duluth, Minnesota ____________________
    f. Columbus, Ohio ____________________
    g. Austin, Texas ____________________
    h. Spokane, Washington ____________________
    i. Madison, Wisconsin ____________________
    j. Gary, Indiana ____________________
5. List the name and number (or numbers) of the first indented reference in the alphabetical pages. ____________________

    ____
6. List the name and number of one business that is listed under both the yellow pages and the alphabetical pages.

    ____
7. List the name and number of one business found under any five of the classifications listed on the next page.

a. Architects ______________________________

b. Automobile Parts and Supplies (new or used) ________

____

c. Beauty Salons ______________________________

d. Building Contractors ______________________________

e. Doughnuts ______________________________

f. Farm Equipment ______________________________

g. Office Supplies ______________________________

h. Oil Marketers ______________________________

i. Optometrists ______________________________

j. Restaurants ______________________________

8. List the telephone numbers for any three of the following located in your community.

a. A hospital or health clinic ______________________

b. A high school ______________________________

c. Dog pound ______________________________

d. Public Works Department ______________________

e. F.B.I. (Use nearest location if not in local community.)

____

14.0400

UNIT III

TELEPHONE COMMUNICATIONS

ASSIGNMENT SHEET #3--RECORDING TELEPHONE MESSAGES

Directions: You are employed at Travel Tours International at 800 Gateway Road, Fort Worth, TX 76100. You are secretary to Marty Fitzpatrick, Director of the Tour Department. From the information that follows, prepare a telephone message form for each of the calls received while Mr. Fitzpatrick was out of the office today.

INCOMING TELEPHONE CALLS

9:00 a.m.

SECRETARY: Mr. Fitzpatrick's Office (Your name) speaking.

CALLER: This is Arnold Sims. May I speak to Mr. Fitzpatrick?

SECRETARY: I'm sorry, Mr. Sims, but Mr. Fitzpatrick is not in the office at the moment. May I take a message?

CALLER: Yes. I am calling in regard to the prospective Switzerland Scenic Tour. Would you have Mr. Fitzpatrick call me after 3:30 at 765-3138?

SECRETARY: I will give Mr. Fitzpatrick your message. Thank you for calling.

CALLER: Goodbye.

SECRETARY: Goodbye.

9:15 a.m.

SECRETARY: Mr. Fitzpatrick's office (Your name) speaking.

CALLER: May I speak to Mr. Fitzpatrick?

SECRETARY: May I ask who is calling, please?

CALLER: This is Mrs. Ann Rutgers from the Los Angeles office.

SECRETARY: Oh, Mrs. Rutgers, Mr. Fitzpatrick is not at his desk at the moment. May I take a message?

CALLER: Yes. Please tell Mr. Fitzpatrick that I will call again at 2 p.m. our time concerning the June 15 meeting in New Orleans.

SECRETARY: I will see that he gets your message. Thank you for calling.

CALLER: Goodbye.

SECRETARY: Goodbye.

10:10 a.m.

SECRETARY: Mr. Fitzpatrick's office (Your name) speaking.
CALLER: This is Ed Conroy with the New York office. Please tell Mr. Fitzpatrick that the flights for the July Mediterranean tour have been established.
SECRETARY: Yes, Mr. Conroy, I will give him your message.
CALLER: Thank you. Goodbye.
SECRETARY: Goodbye.

10:30 a.m.

SECRETARY: Mr. Fitzpatrick's office (Your name) speaking.
CALLER: This is Bill Conley, Mrs. Arvin's secretary. Mrs. Arvin will be unable to keep the luncheon date with Mr. Fitzpatrick today but would like to meet with him at 3:00 today if his schedule will permit.
SECRETARY: Let me check his appointment schedule. Mr. Fitzpatrick will be able to see Mrs. Arvin at 3:00 today.
CALLER: Thank you. Goodbye.
SECRETARY: Goodbye.

10:50 a.m.

SECRETARY: Mr. Fitzpatrick's office (Your name) speaking.
CALLER: This is Foy Meyer of Instant Printing. I have the brochures ready for Mr. Fitzpatrick.
SECRETARY: Thank you, Mr. Meyer. Would you like me to have a messenger pick up the brochures?
CALLER: No, that won't be necessary. We will deliver them to your office by 3:00 this afternoon.
SECRETARY: That will be fine. Thank you for calling.
CALLER: You're welcome. Goodbye.
SECRETARY: Goodbye.

11:00 a.m.

SECRETARY: Mr. Fitzpatrick's office (Your name) speaking.
CALLER: I want to speak to the person in charge.
SECRETARY: May I ask who is calling, please?
CALLER: This is Tom Nelson. I am most unhappy with the arrangements your firm has made for me for the Scandinavian tour. You have me scheduled to leave at 3:00 in the morning, and that is totally unacceptable.
SECRETARY: Mr. Nelson, I am sure that there must be a misunderstanding, and Mr. Fitzpatrick can straighten out the matter. However, he is not at his desk at the moment. May I ask him to call you as soon as he returns?

CALLER:	Please do. My number is 534-3478. If this time cannot be changed, I will cancel my participation.
SECRETARY:	I am sure that Mr. Fitzpatrick can take care of this matter for you.
CALLER:	I hope so. Goodbye.
SECRETARY:	Goodbye.

TELEPHONE MESSAGE FORMS

To ______________________________

Date _______________ Time ____________

MEMO OF CALL

M ______________________________

of ______________________________

Phone ______________________________

Area Code Number Extension

TELEPHONED		PLEASE CALL	
CALLED TO SEE YOU		WILL CALL AGAIN	
WANTS TO SEE YOU		URGENT	

RETURNED YOUR CALL	

Message ______________________________

____

____

____

Operator

To ______________________________

Date _______________ Time ____________

MEMO OF CALL

M ______________________________

of ______________________________

Phone ______________________________

Area Code Number Extension

TELEPHONED		PLEASE CALL	
CALLED TO SEE YOU		WILL CALL AGAIN	
WANTS TO SEE YOU		URGENT	

RETURNED YOUR CALL	

Message ______________________________

____

____

____

Operator

TELEPHONE MESSAGE FORMS

To ______________________________

Date ________________ Time ____________

MEMO OF CALL

M ______________________________

of ______________________________

Phone ______________________________

Area Code Number Extension

TELEPHONED		PLEASE CALL	
CALLED TO SEE YOU		WILL CALL AGAIN	
WANTS TO SEE YOU		URGENT	

RETURNED YOUR CALL	

Message ______________________________

____

____

____

Operator

To ______________________________

Date ________________ Time ____________

MEMO OF CALL

M ______________________________

of ______________________________

Phone ______________________________

Area Code Number Extension

TELEPHONED		PLEASE CALL	
CALLED TO SEE YOU		WILL CALL AGAIN	
WANTS TO SEE YOU		URGENT	

RETURNED YOUR CALL	

Message ______________________________

____

____

____

Operator

TELEPHONE MESSAGE FORMS

To ____________________

Date ____________ Time ____________

MEMO OF CALL

M ____________________

of ____________________

Phone ____________________
Area Code Number Extension

TELEPHONED		PLEASE CALL	
CALLED TO SEE YOU		WILL CALL AGAIN	
WANTS TO SEE YOU		URGENT	

RETURNED YOUR CALL	

Message ____________________

____

____

____
Operator

To ____________________

Date ____________ Time ____________

MEMO OF CALL

M ____________________

of ____________________

Phone ____________________
Area Code Number Extension

TELEPHONED		PLEASE CALL	
CALLED TO SEE YOU		WILL CALL AGAIN	
WANTS TO SEE YOU		URGENT	

RETURNED YOUR CALL	

Message ____________________

____

____

____
Operator

14.0400

UNIT III

TELEPHONE COMMUNICATIONS

ANSWERS TO ASSIGNMENT SHEETS

Assignment Sheet #1

Evaluated to the satisfaction of the instructor.

Assignment Sheet #2

Evaluated to the satisfaction of the instructor.

Assignment Sheet #3

Evaluated to the satisfaction of the instructor.

14.0400

UNIT III

TELEPHONE COMMUNICATIONS

UNIT TEST

1. Define the following terms.
    a. Classifications
    b. Trademark headings
    c. Cross references
    d. Area code
    e. Reference listings
    f. Conversing
    g. Indented listings

2. Write a paragraph discussing "telephone personality".

3. Name four qualities of a good telephone personality.

   a.

   b.

   c.

   d.

4. Circle the letter preceding each item below that contributes to the success of business calls.

   a. Using person's name as seldom as possible

   b. Using louder than normal conversational tone

   c. Varying tone quality

   d. Speaking more slowly than normal

   e. Asking appropriate questions

   f. Using short, simple, descriptive words

   g. Using slang expressions

   h. Using expressions of courtesy

5. List five ways telephone courtesy is expressed.

   a.

   b.

   c.

   d.

e.

6. Name three basic purposes of most business calls.

a.

b.

c.

7. Place an "x" in the blank preceding each item that is an example of appropriate procedure for planning and placing a business call.

_____ a. Making notes on points to be covered

_____ b. Getting a calendar to refer to during the call

_____ c. Getting a shorthand notebook to refer to during the call

_____ d. Disregarding differences in time zones for long distance calls

_____ e. Using the letter "l" for the numeral "one" or the letter "O" for the numeral "zero"

_____ f. Holding the transmitter or mouthpiece away from the mouth

_____ g. Asking tactfully for information not volunteered

_____ h. Hanging up immediately if you reach a wrong number

_____ i. Tactfully directing conversation to a close after purpose has been achieved

8. Place an "x" in the blank preceding each item that is an example of appropriate procedure for answering and handling a business call.

_____ a. Transferring the call when caller's request can be handled more appropriately by another person

_____ b. Signaling the PBX operator to transfer a call by depressing the plunger several times rapidly

_____ c. Requesting caller's permission before transferring a call

_____ d. Offering caller a choice of waiting or being called back if interrupted

_____ e. Leaving the line open during an interruption

_____ f. Taking mental notes of messages being given

_____ g. Asking politely to have information repeated if you are not certain that it has been correctly understood

_____ h. Offering to assist if person being called is not available

9. List three purposes of the telephone directory.

   a.

   b.

   c.

10. Discuss the organization of the telephone directory including examples of the types of information found under the three main sections.

11. Name four types of telephone equipment in common use.

    a.

    b.

    c.

    d.

12. Demonstrate the ability to:
    a. Role-play proper use of the telephone in a given situation.
    b. Use the telephone directory to find given information.

14.0400

UNIT III

TELEPHONE COMMUNICATIONS

ANSWERS TO UNIT TEST

1. a. Classifications--The descriptive headings in the yellow pages under which different types of businesses may be found (eg. physicians, lawyers, architects)

   b. Trademark headings--The headings that list dealers and distributors under specific brand-name products

   c. Cross references--The referral notes which provide other headings under which listings may be located

   d. Area code--A three-digit number which designates the section of the country being called

   e. Reference listings--The listings which indicate other spellings or titles under which a person or firm might be located within the directory

   f. Conversing--The act of engaging in conversation with another individual

   g. Indented listings--The listings which indicate an additional number or numbers where a party may be reached after business hours

2. This should be answered to the satisfaction of the individual instructor using the following as a guide.

   (NOTE: What you say and how you say it determine the mental image formed by those you come in contact with by phone.)

   a. Impression of personality is made through hearing only

   b. Interpretation is based on what is said and TONE of voice

   c. Voice and mode of expression have greater impact without physical distractions

   d. Notes and reference material are easily used to aid the discussion

   e. Degree of understanding must be determined through verifying information

3. Any four of the following:
    a. Pleasantness
    b. Friendliness
    c. Interest
    d. Sincerity
    e. Helpfulness
4. c.
    e.
    f.
    h.
5. Any five of the following:
    a. Answering the call pleasantly and promptly
    b. Using proper identification
    c. Clearly stating the purpose of the call
    d. Making inquiries tactfully
    e. Offering assistance and volunteering information
    f. Using such phrases as "please" and "thank you"
    g. Giving undivided attention to the conversation
    h. Giving the reason and asking permission when leaving the phone
    i. Getting the person's attention politely when returning to the line
    j. Avoiding unnecessarily long conversations
    k. Concluding the call properly and replacing the receiver gently
6. a. To give information or directions
    b. To obtain information or directions
    c. To persuade someone to do something

7. __X__ a.

__X__ b.

_____ c.

_____ d.

_____ e.

_____ f.

__X__ g.

_____ h.

__X__ i.

8. __X__ a.

_____ b.

__X__ c.

__X__ d.

_____ e.

_____ f.

__X__ g.

__X__ h.

9. Any three of the following:

   a. To provide lists of those who have telephones, their telephone numbers, and addresses

   b. To aid in locating certain types of businesses

   c. To provide useful information about the locality

   d. To serve as a source of checking the spelling of names

   e. To serve as a guide to the use of telephone service

10. This should be answered to the satisfaction of the individual instructor but should include examples of the types of information found under the following sections:

   a. Introductory pages

   b. Alphabetical pages

   c. Yellow pages

11. Any four of the following:
   a. Key telephone systems
      1. Push-button telephone
      2. Call director
   b. Telephone switchboard (PBX)
   c. Teletypewriter service
   d. Speaker phone
   e. Automatic dialers
   f. Data-phone service
   g. Touch-tone service
   h. Mobile telephone service

12. Evaluated to the satisfaction of the instructor.

14.0400

UNIT IV

COMPOSING WRITTEN COMMUNICATION

TERMINAL OBJECTIVE

After completing this unit, the student will be able to identify different types of written communication, exercise human relations while utilizing planning and composing techniques, and compose drafts of business communication using acceptable standards of English. This knowledge will be evidenced through demonstration and by successfully completing a unit test.

SPECIFIC OBJECTIVES

After completing this unit of instruction, the student will be able to:

1. Identify true statements about the different types of written communication.
2. Write a paragraph which includes the six points to be considered in exercising good human relations in business communication.
3. Answer questions concerning the factors which have an immediate influence on formulation of opinions about business correspondence.
4. Identify true statements about planning and composing written communication.
5. Demonstrate the ability to:
    a. Evaluate a letter.
    b. Write various types of communication.
    c. Prepare a research report.

14.0400

UNIT IV

COMPOSING WRITTEN COMMUNICATION

SUGGESTED ACTIVITIES

I. Instructor:

  A. Provide objective sheet.

  B. Discuss objective sheet.

  C. Provide information sheet.

  D. Discuss information sheet.

  E. Prepare transparencies.

  F. Provide assignment sheets.

  G. Discuss assignment sheets.

  H. Provide job sheet.

  I. Discuss job sheet.

  J. Provide extra-credit project.

  K. Discuss extra-credit project.

  L. Give test and evaluate results.

II. Student:

  A. Read objective sheet.

  B. Participate in discussion of objective sheet.

  C. Read information sheet.

  D. Participate in discussion of information sheet.

  E. View transparencies.

  F. Read assignment sheets.

  G. Complete assignment sheets.

  H. Read job sheet.

I. Complete job sheet.

J. Read extra-credit project.

K. Complete extra-credit project.

L. Take test.

INSTRUCTIONAL MATERIALS

I. Included in this unit:

  A. Objectives

  B. Information sheet

  C. Transparency masters

    1. III-TM-1--Letter of Acknowledgement
    2. III-TM-2--Adjustment Letter
    3. III-TM-3--Appointment Letter
    4. III-TM-4--Collection Letter
    5. III-TM-5--Credit Letter
    6. III-TM-6--Directives
    7. III-TM-7--Follow-up Letter
    8. III-TM-8--Form Letter
    9. III-TM-9--Letter of Inquiry
    10. III-TM-10--Memorandum
    11. III-TM-11--Personal Letter
    12. III-TM-12--Public Relations Letter
    13. III-TM-13--Sales Promotion Letter
    14. III-TM-14--Letters Purchasing Goods and Services
    15. III-TM-15--Letter of Request
    16. III-TM-16--Report
    17. III-TM-17--Letter Requesting a Reservation

18. III-TM-18--Social Letter

19. III-TM-19--Letter of Transmittal

D. Assignment sheets

1. Assignment Sheet #1--Evaluating a Letter

2. Assignment Sheet #2--Composing Communication

E. Answers to assignment sheets

F. Job sheet

1. Job Sheet #1--Research Report

G. Answers to job sheet

H. Extra-credit project

I. Answers to extra-credit project

J. Test

K. Answers to test

II. References:

A. Books

1. Anderson, Ruth I. and others. Administrative Secretary. 2nd ed. New York: McGraw-Hill Book Company, 1976.

2. Fruehling, Rosemary T. and Sharon Bouchard. Business Correspondence. 2nd ed. New York: McGraw-Hill Book Company, 1976.

3. Gavin, Ruth E. and William A. Sabin. Reference Manual for Stenographers and Typists. 4th ed. New York: McGraw-Hill Book Company, 1970.

4. Gregg, John R. and others. Applied Secretarial Procedures. 6th ed. New York: McGraw-Hill Book Company, 1968.

5. Hanna, Marshall J. and others. Secretarial Procedures and Administration. 6th ed. Cincinnati: South-Western Publishing Company, 1973.

6. House, Clifford R. and Apollina M. Koeble. Reference Manual for Office Personnel. 5th ed. Cincinnati: South-Western Publishing Company, 1970.

7. Lessenberry, D. D. and others. *Century 21 Typewriting*. Cincinnati: South-Western Publishing Co., 1972.
8. Meehan, James R. *Secretarial Office Procedures*. 8th ed. Cincinnati: South-Western Publishing Co., 1972.
9. Poe, Roy W. and Rosemary T. Fruehling. *Business Communications*. 4th ed. New York: McGraw-Hill Book Company, 1972.
10. Reed, Jeanne. *Business Writing*. New York: McGraw-Hill Book Company, 1970.
11. Stewart, Marie M. and others. *Business Communication: A Problem Solving Approach*. New York: McGraw-Hill Book Company, 1973.

B. Pamphlets

1. "How to Write Better Business Letters," New York: McGraw-Hill Book Company, 1974.
2. "How to Communicate by Letters and Memo," New York: McGraw-Hill Book Company, 1974.

14.0400

UNIT IV

COMPOSING WRITTEN COMMUNICATION

INFORMATION SHEET

I. Types of written communication

  A. Acknowledgment letters

    1. Letters briefly saying "thank you"

    2. Making a positive statement while giving information

    3. Answering questions or indicating the routing of materials

    4. Letter indicating correspondence has been received but delay in action is caused by absence of employer from office or necessary information unavailable at present time

  B. Adjustment letters

    1. Written in response to claims

    2. Should be written promptly

    3. Show customer you understand the problem.

    4. Indicate course of action to correct problem.

    5. Avoid harsh words or accusations.

  C. Appointment letters

    1. When asking for an appointment, be sure to include:

      a. Day of the week

      b. The date

      c. The hour

      d. The place

    2. Keep correspondence short and definite.

D. Collection letters

   1. Reminders that accounts are past due

   2. Assume that customer intends to pay bill.

   3. Can be duplicated form letters

E. Credit letters

   1. Letters written to acknowledge the acceptance of credit application

   2. After investigation of applicant's reference, letter written to either accept or refuse credit

   3. Letter to new customer should express pleasure; describe special privileges to which he is entitled; explain terms of payment; and encourage customer to use new charge account.

F. Directives

   1. Written instructions from an employer or supervisor to an individual or group

   2. No exact form or style required in writing directives

G. Follow-up letters

   1. Follows preceding communication

   2. Follow-up on business transaction

   3. Follow-up on telephone conversations

H. Form letters

   1. Prepared to handle routine correspondence

      a. Credit

      b. Collection

      c. Inquiries

      d. Acknowledgment

      e. Sales

   2. Body of letter may be duplicated in advance with date, inside address, salutation, and other information added as needed.

I. Letters of inquiry

  1. Request for information or other needed data
  2. Should express clearly what is needed
  3. Should be concise

J. Memorandums

  1. Used to communicate information to employees located in same building or in other branches of same company
  2. Replace formal correspondence
  3. May follow company form

K. Personal letters

  1. Correspondence to a friend or relative
  2. Have informal tone
  3. No specified form of writing required

L. Public relations

  1. Letters usually written:
     a. To express thanks
     b. To emphasize a special occasion
     c. To offer to be of service
     d. To offer congratulations
     e. To express good will

M. Promotion

  1. Letter written for the purpose of:
     a. Inducing the customer to buy the product immediately
     b. Developing an interest in the product so customer will buy in the future
     c. Keeping the name of the company in the mind of the customer
     d. Enticing customer to buy the product on a trial basis

N. Letters purchasing goods or services

   1. Considered an ordering letter
   2. Usually accompanied by purchase order form
   3. Accuracy in letter is of the utmost importance.
   4. Date on correspondence is significant.

O. Reports

   1. Identify the topic of the report by stating it in the title.
   2. Gather the facts needed to make the report.
   3. Analyze the collected data.
   4. Decide on method of presenting facts in the report.
   5. Draft report.
   6. Evaluate and make necessary revisions before final draft.
   7. Report may be written to cover single situation or to include the entire project.
   8. Reports contain
      a. Heading
      b. Inside address
      c. An introduction
      d. The body
      e. A conclusion
      f. Recommendations
      g. Signature

P. Requests

   1. Letters of request must be written:
      a. With clarity
      b. With specificity
      c. With completeness

        d. With conciseness

Q. Reservations

1. Letters requesting reservations must include:
    - a. Exact time and date of arrival
    - b. Type of accommodations desired
    - c. Time and date of departure
    - d. Make notation of any special rates because of convention or company affiliation.
    - e. Request written confirmation.
    - f. Keep carbon copy of request for reservation on file.

R. Social

1. Letters written on personal basis about topic of concern
    - a. Thank you letters
    - b. Letters of sympathy
    - c. Letters of congratulation
2. Exclude business matters in social letters.

S. Transmittal

1. A transmittal letter should accompany:
    - a. A check
    - b. A money order
    - c. An important business paper
2. A transmittal letter should identify:
    - a. What is being sent
    - b. How many are being sent
    - c. Amount of money being sent
    - d. Purpose for sending
    - e. Necessary action to be taken by recipient

II. Human relations in business communication

   A. Place yourself in reader's position.

      1. Reader cannot see your facial expressions or detect your tone of voice.

   B. Create a "you" attitude.

      1. Write from a reader's point-of-view.

      2. Use the words "you" and "your" rather than "I," "mine," "we," and "ours."

   C. Always suggest rather than demand.

      1. Most people do not respond to a demanding statement.

      2. Well-stated suggestions will tend to entice reader to want to do what you desire.

   D. Do not make accusations.

      1. Practice good human relations.

      2. Do not point out "wrongs" of the reader.

   E. Clearly explain refusals and suggest alternatives.

      1. Give valid reasons, not excuses, for refusals.

      2. Suggest alternatives.

   F. Keep a positive attitude.

      1. Most people respond favorably to a tactful, positive approach.

      2. Incorporate the following words in a letter to emphasize a positive attitude:

advantage
agreeable
benefit
comfortable
confident
dependable
deserving
exclusive
enjoyable
fortunate
generous
happy
pleasure
profit
satisfaction
success
welcome

III. Factors which have an immediate influence on opinions of a letter

   A. Eye appeal

      1. The letter which is neat and attractive creates a favorable impression.

      2. The favorable appearance of a letter creates an interest in and a respect for the writer.

      3. The letter should have correct arrangement of the message with uniform margins which vary in width according to the length of the letter.

      4. The letter should have typing which is clear and easy to read.

   B. Correct name, title, and address of reader

      1. Efficiency, pride, and confidence are reflected in letters which have correct details.

   C. Paragraph divisions

      1. Break long paragraphs into smaller, attractive units.

      2. Avoid paragraphs which consist of seven or more lines.

   D. Correct spelling and punctuation

      1. Spelling and punctuation errors damage prestige and divert attention from the message.

   E. Signature

      1. Type the name and title of the person writing the letter beneath the signature line because the signature is sometimes difficult to read.

IV. Steps in planning and composing written communication

   A. List specific details you wish to include.

   B. Cite every point you need to include in the communication. Jot down ideas as they come to mind. These ideas can be sorted later and put into correct order.

   C. Omit a repeated idea. Be sure the message is written in a gracious and courteous tone.

D. Decide on the sequence of points to be included in the communication. Critique the message to be sure the information is presented in a concise, complete, clear, correct, and courteous manner.

E. Make your first sentence strong and important.

F. Make an effective closing sentence.

G. Make the letter grammatically correct.

H. Write the message you wish to convey in as few words as possible.

LETTER OF ACKNOWLEDGEMENT

June 21, 1978

Mr. Ralph Zee
2636 Hemphill Drive
Azle, Texas 76020

Dear Mr. Zee:

Thank you for your order of June 17 for two (2) size #6 stainless steel hoes. That order is being sent to you today via insured Parcel Post.

If we can be of further service, please let us know.

Sincerely,

R. J. Johnson
Sales Manager

ris

ADJUSTMENT LETTER

October 7, 1978

Mrs. Jean Tibits
1919 Wichita Street
Fort Worth, Texas 76119

Dear Mrs. Tibits:

It is a pleasure to send the enclosed copy of the current Gardening Supplies Catalog as you requested in your letter of October 3. We regret that the Farming Supplies Catalog was sent to you instead of the Gardening Supplies Catalog you requested. We are sorry if this has caused you delay in ordering needed supplies.

Please keep the Farming Supplies Catalog which was sent to you earlier. You might find some farming supplies that you could utilize in gardening.

Thank you for your interest in our Gardening Supplies. If we can be of further service, please let us know.

Sincerely,

Fred Aaron
Purchasing Supplies

ris

Enclosure

APPOINTMENT LETTER

April 2, 1974

Mr. K. C. Rogers, Vice-President
Killman Manufacturing Company
7676 Wedgemont Drive
Dallas, Texas 75469

Dear Mr. Rogers:

If it would be convenient, I would like to meet with you on Thursday, April 9, around 2 p.m. in your office. Several purchasing procedural changes have been made recently, and I feel you would appreciate having this information.

If there is a conflict at that time, any other time after 2 p.m. would be convenient for me.

Sincerely yours,

Kay Bennett
Purchasing Department

ris

COLLECTION LETTER

March 15, 1977

Mrs. Lucy Walters
3938 Rosewood
Haltom City, Texas 76117

Dear Mrs. Walters:

In completing the monthly statements, we noticed your account has a past-due balance. Since you have always been prompt in paying your account in the past, we feel that you may have overlooked this particular statement. If you have already mailed your payment, please disregard this notice.

We appreciate your business and hope to continue serving you.

Sincerely yours,

Lois Wedge
Accounting Department

ris

CREDIT LETTER

April 23, 1978

Mrs. Wanda Barker
4619 Wilshire Blvd.
Hurst, Texas 76053

Dear Mrs. Barker:

It is a pleasure to welcome you as an Exxon credit-card holder.

Enclosed is a pamphlet stating the special privileges to which you are entitled, as well as terms of payment.

We hope you enjoy using your Exxon credit card. Thank you for your account.

Sincerely yours,

B. J. Haliburton
Sales Manager

ris

Enclosure

DIRECTIVES

September 8, 1977

To Office Personnel:

Due to the increasing number of company employees, the business office announces that office personnel are to turn in time sheets on the 18th day of each month.

FOLLOW-UP LETTER

June 4, 1977

Mr. R. M. Robere
Plant Manager
Howard Manufacturing Company
1212 Wheeler St.
Handley, Texas 76112

Dear Mr. Robere:

Thank you for your June 3 telephone order for KVT-R180 single-edge Lathe blades.

The shipment will be sent June 7 via truck to Dock 10, Ritner Corporation, Dallas. The price we quoted was $103.98. The billing invoice will be sent to you by mail.

We appreciate your business. If we can assist you further, please let us know.

Sincerely yours,

Clara Franks
Shipping Department

ris

FORM LETTER

(Date)

Dear

Thank you for your application for the position of After we have evaluated your qualifications in regard to our needs, we will be in touch with you.

If you have further questions about our company, feel free to call me.

Sincerely,

LETTER OF INQUIRY

March 16, 1978

Dr. Loletta Lott, Professor
English Department
East Texas State University
Commerce, Texas 75428

Dear Dr. Lott:

Please send me a copy of the current ETSU catalog and any other information you feel is necessary. I am graduating from high school this May and would like to enter the ETSU summer school program.

I plan to major in English and am eager to look at the program requirements.

Thank you for your time and assistance.

Sincerely yours,

Frank Huttman
7323 Merrimack
Burleson, Texas 76098

ris

MEMORANDUM

TO:	Jane Mann, Counselor	FROM:	Miriam Day, President
SUBJECT:	Council Meeting	DATE:	3-11-78

The Student Council Meeting will be at 3 p.m. Tuesday, March 15, in the Herald Room. Please announce this to classes so that student council members and teachers will be aware of the date and time.

Terrence Holcombe, Administrator of the School Board Council, will be the guest speaker. The topic will be "How To Be an Effective Council."

PERSONAL LETTER

1416 Lola Lane
Euless, Texas 76022
January 6, 1978

Mr. Clarence Stillman, Publisher
Cragmont Publishing Company
2913 Arkansas Lane
Arlington, Texas 76010

Dear Clarence,

Please accept my sincere thanks for the complimentary copy of your new edition of Practical Bookkeeping. Both you and John have done some fine work in this revision. I like many of the new features you have added.

Best of luck to both of you and the success of this new edition.

Very truly yours,

Betty Penny

PUBLIC RELATIONS LETTER

July 2, 1978

Mr. T. E. Joseph
Public Relations Representative
Aztrac Manufacturing Company
Greenville, Texas 75429

Dear Mr. Joseph:

Thank you for speaking at our June Office Education Association meeting. Your topic choice was a timely one.

Enclosed is a list of reactions by the members who attended the meeting. As you will see, you made a great impression on them. They not only enjoyed the way you presented your topic, but they also enjoyed your delightful sense of humor.

If we can ever be of service to you, please let us know.

Sincerely yours,

Antone Gillings
VOE Teacher/Coordinator

ris

Enclosure

9

SALES PROMOTION LETTER

October 10, 1977

Mr. T. M. Brown
Purchasing Department
Extron Reproductions
1716 Hershey Blvd.
Bedford, Texas 76021

Dear Mr. Brown:

A poorly operating reproduction machine results in unnecessary company expenses. You can rid yourself of this problem by installing a Retritron 700. This machine delivers a clear copy every four seconds.

The Retritron 700 is just one of a full line of reproduction machines that your representative is ready to demonstrate to you. You can buy this efficient equipment or lease it.

Won't you complete and mail the enclosed card so our representative may call to give you more complete information about the Retritron 700.

Yours truly,

Faye Turner
Sales Representative

ris

Enclosure

LETTER PURCHASING GOODS AND SERVICES

January 13, 1978

Mr. Raymond Klug
Sales Representative
Wiltmire Manufacturing Company
1927 Belmont Blv.
Kennedale, Texas 76060

Dear Mr. Klug:

In reference to our recent telephone conversation, please ship the following order #E511178 via Central Van Lines no later than February 14, 1978:

Quantity	Part and #	Quoted Price
2	Patcher Belt #10711	19.78 ea.
1	Chain Link CD109	9.50/yd.
1 cn	50 gal. Spitlak CX90	38.70

If there are any problems in this order or its shipment, please call me. Thank you for your help and valuable service.

Sincerely yours,

Al Bedshire
Purchasing Agent

LETTER OF REQUEST

January 17, 1978

ABC Office Supply Company
1212 Main Street
Mansfield, Texas 76063

Gentlemen:

Please send me a copy of your "Office Supplies Guide" as advertised in the January issue of the Businessmen's Journal.

Thank you.

Sincerely,

Ted Kibart
Purchasing Manager

ris

REPORT

NEEDS ASSESSMENT - COMPUTER SERVICES

Mr. Ron Blackledge, President
Roane County Computer Corporation
Harriman, Tennessee

As you know, I recently spent four months surveying Roane County to assess the needs of computer services to local businesses through the Roane County Computer Corporation. Since the R Tri C would provide this service at night and on weekends, it would not interfere with their regular work day. This service would provide greater income than expense to R Tri C and would be an invaluable asset to the business community. Here is a brief report.

The Roane County businessmen were surveyed through a questionnaire to determine their opinions and needs of a computer service at various rates.

Statistics compiled showed that at the present quoted rate, it would cost them 1/5 less capital expenditures when using our facilities as compared to using Greenville Bank & Trust Computer Services, the firm with whom most Roane County businesses are now under contract.

The majority of the smaller businesses, who use no computer service, felt our service would not be beneficial to them due to their small size. Rother Bros. and James Rager Industries felt at our rate it would be advantageous to contract our services.

In conclusion, I feel we should make this service available to the Roane County businesses. Further research should be conducted soon.

To implement this service most effectively, I recommend:

1) Further economic research studies be completed and kept up-to-date with current costs,

2) The number of businesses to be accommodated be specified (maximum and minimum),

3) Specific rules, regulations, and policies be drawn up for this service, and

4) Accounting record changes should be evaluated as to change in income and expense at specified times during the initial years of the program.

Tom O'Quin

LETTER REQUESTING A RESERVATION

August 13, 1978

Monteleone Hotel
1376 Rice Blvd.
New Orleans, LA 71732

Gentlemen:

Please reserve a single room for Mr. T. R. Davis for September 8-10, 1978. He will arrive after 6:30 p.m. Monday evening and depart before 12:00 noon Wednesday. He will be attending the Data Processing Convention at the Monteleone.

Please send a confirmation at your earliest convenience.

Sincerely yours,

BELLMONT CORPORATION

Sue Fremont
Secretary

SOCIAL LETTER

May 31, 1978

Mrs. Marie Ziggler
306 Mount Circle
Dallas, Texas 75602

Dear Marie,

Your contribution of time and effort in behalf of the young people of this community is sincerely appreciated by every parent.

I have heard wonderful comments on your successful fund-raising drive. The young people will enjoy the fruits of your labor for years to come.

It is people like you who make our community such an outstanding place to live. I am happy to have had the opportunity to work with you.

Sincerely,

Lois Stevens,
Vice-Principal

ris

LETTER OF TRANSMITTAL

February 16, 1978

Mrs. Lillian McRoberts
2629 Briardale
Forney, Texas 75201

Dear Mrs. McRoberts:

The legal papers which we discussed during our recent telephone conversation are enclosed for your consideration and signature.

Please read the second paragraph carefully to determine if it is stated as you desire. If you are in full agreement, sign each of the three lines which are indicated by a red "X" and return the papers to me.

As soon as I receive the papers, I will notify Mr. Thompson of your approval, and he can continue with the sale as scheduled.

Yours truly,

J. B. Turner
Attorney-At-Law

ris

Enclsoure

14.0400

UNIT IV

COMPOSING WRITTEN COMMUNICATION

ASSIGNMENT SHEET #1--EVALUATING A LETTER

Directions: Look at the following letter. List the factors that have an immediate negative influence on you. Read the letter closely. What factors in human relations could be improved upon? List these also.

Augvst 11, 1978

Dr. Terrence H. Lake
5107 Government Blvd.
Sacramento, CA 71801

Dear Mr. Lake:

In regard to our conversation of May 21, I feel I have no alternative than to have you pay me for the damages that only your dog could have done to my garden. I have worked hard to cultivate my garden and planned on my family getting our vegetables form it this year. Now that your dog has demolished it, I'll have to spend more money planting it again or buying vegetables in the food store. You are liable for your dog's actions, therefore, you better pay me for the damages.

I'll be over if I don't hear from you soon.

Sincerely,

I. M. Madd

14.0400

UNIT IV

COMPOSING WRITTEN COMMUNICATION

ASSIGNMENT SHEET #2--COMPOSING COMMUNICATION

A. APPOINTMENT LETTER

You are employed as secretary to Mr. Ronald Justin, President of Justin Manufacturing Company, 1909 E. Broadway, Amarillo, Texas __________.

Mr. Justin is planning to arrive in Dallas by Braniff International Airlines, Flight 169, November 12, 19--, at 9:30 a.m. to confer with Mr. Lindsey Spencer, Representative of Union Insurance Company, 2359 Elm Street, Dallas, Texas, 75202, concerning your company's health insurance plan. With insurance coverages at the present rate and increased medical expenses, Mr. Justin realizes that it is necessary to increase coverage for his employees and their families.

Compose a letter to Mr. Spencer requesting an appointment for Mr. Justin.

B. CANCELLATION LETTER

Mr. Justin requests that you cancel the appointment made in A above and ask Mr. Spencer to come to Amarillo to meet with a committee representing the employees of Justin Manufacturing Company to develop a plan suitable to company needs. If it is convenient for Mr. Spencer, December 1 has been suggested as the meeting date.

Compose and type the letter.

C. LETTER OF CONFIRMATION

Mr. Spencer will arrive in Amarillo on November 30 at 4:30 p.m. on Braniff's Flight #152. He has agreed to present a proposed insurance plan to company representatives on December 1, at 9 a.m., in the company's conference room.

You have made arrangements for Jack LaDelle, Vice-President of your company, to pick up Mr. Spencer at the airport and take him to the Village Motel, Room #10, where you have made reservations for him for the night of November 30.

Compose and type a letter to Mr. Spencer confirming dates, reservations, transportation, time and address of meeting.

D. LETTER OF ACKNOWLEDGMENT

Mr. Justin informs you that the proposed insurance plan has been received by the committee, is being revised according to company requests, and will be presented to all employees on December 21, 19--.

Compose and type a letter of acknowledgment to Mr. Spencer stating that the plan is under consideration, and he will be notified of the outcome on or before January 2, 19--.

E. LETTER OF TRANSMITTAL

Mr. Justin explains to you that the proposed policy was approved by a 75 percent vote of all employees. He asks that you return the policy to Mr. Spencer with a letter of transmittal and instructions to proceed with the final writing of the policy.

Compose and type the letter of transmittal including expression of appreciation for Mr. Spencer's assistance to the company and its employees.

14.0400

UNIT IV

COMPOSING WRITTEN COMMUNICATION

ANSWERS TO ASSIGNMENT SHEETS

Assignment Sheet #1

A. Factors which have an immediate negative influence

1. Margin
2. Alignment on page
3. Too long or too short paragraphs
4. Paragraphs indented differently
5. Strike overs
6. Typographical errors

B. Poor human relation factors

1. He did not place himself in the reader's position.
2. He did not create a "you" attitude.
3. He demanded rather than suggested.
4. He made accusations.
5. He did not suggest alternatives.
6. He had a negative attitude.

Assignment Sheet #2

Evaluated to the satisfaction of the instructor

14.0400

UNIT IV

COMPOSING WRITTEN COMMUNICATION

JOB SHEET #1--RESEARCH REPORT

I. Tools and equipment needed:

   A. Survey or questionnaire

   B. Tape recorder (optional)

   C. Pen and paper

II. Procedure:

   A. Design a form to use in analyzing the amount of time spent on each of the different types of communication studied in this unit. This should be analyzed on a percentage basis. At the top of the form type: Name, Position, Employer, Address, Size of Firm, Type of Firm, and Date, with blanks after each one. In a chart or graph list the 19 methods of written communication: Letters of Acknowledgement, Adjustment, Appointment, Collection, Credit, Directive, Follow-up, Form, Inquiry, Memorandum, Personal, Public Relations, Promotional, Purchasing Goods and Services, Report, Request, Reservation, Social, and Transmittal in one column. Just above it type a statement such as: What percent of your time that is spent on written communication is spent on each of the following types of written communication? An example of this might be:

NAME Mary K. Lafferty

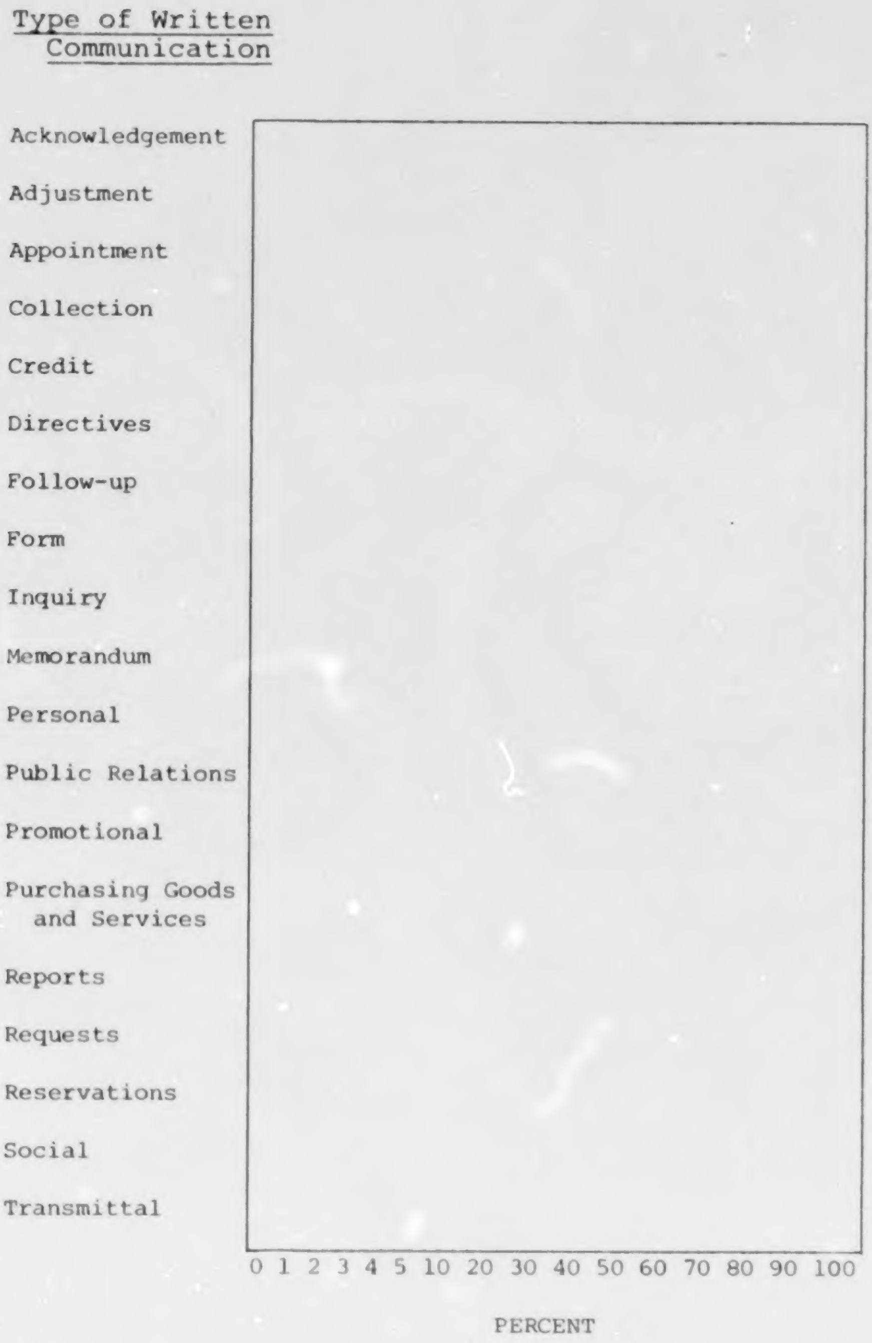
ADDRESS Rt. 10, Box 7791, Rowdale, NM

EMPLOYER Rider Brothers Trucking Co.

SIZE OF FIRM 500 POSITION Purchasing Clerk

TYPE OF FIRM Trucking Co. DATE 11-1-78

Of the time you spend in written communication, how much do you spend on each of the following?



COMMENTS:

After you have designed your form, type a master. Make at least 10 copies.

B. Interview 5 people employed in a field of business that deals with written methods of communication. Examples of these people might be: a secretary, a clerk-typist, an office manager, a president, a self-employed person, a doctor, a lawyer, a school principal, a restaurant manager, an advertising agent, and many others. You may interview these people at home or at work. You may know them personally, or they may be strangers. Try to use five different fields of business, if possible. This is a good opportunity to visit some businesses and get to know the people and the types of work they do. You may tape record the interview as well as have the form completed. If time permits, the class may listen to some of the tape recordings.

C. After you have five forms completed, tally these charts or graphs into one. To do this, add the percentages of the letters of acknowledgement and divide by five (the number of people interviewed). The answer will be the average percentage of time spent on letters of acknowledgement by the people interviewed. Place this average on the 6th graph or chart. Next, add the percentages of the letters of adjustment and divide by five. Continue in this manner until the averages of all 19 types of written communication have been put on the 6th chart or graph. This is your copy. Make a copy on the seventh form for the instructor.

14.0400

UNIT IV

COMPOSING WRITTEN COMMUNICATION

ANSWERS TO JOB SHEET

Job Sheet #1

Evaluated to the satisfaction of the instructor.

14.0400

UNIT IV

COMPOSING WRITTEN COMMUNICATION

EXTRA-CREDIT PROJECT

Directions: Those students who need to do extra work for learning and/or for their grade may complete this assignment. Collect all of the individual interview charts or forms that the class completed in Job Sheet #1. Compile the statistics for the entire group of charts or forms as you did in Job Sheet #1. After you have the figures on the form, evaluate the results and make a list of conclusions. Next, take the various types of businesses used and categorize them. Examples might be: Insurance, Law, Medicine, Advertising, Education, Paper Mill, Book Publishers, Clothing, etc. In each of these divisions make a chart or graph and compile the statistics for each type of business as you did in Job Sheet #1. Be sure to note the number of people interviewed in that type of business. From these results make another list of conclusions. Put graphs or charts on poster boards, the chalkboard, or on transparency masters for use with the overhead projector. Present the results of this work to the class. Tell the class your conclusions and lead a discussion.

14.0400

UNIT IV

COMPOSING WRITTEN COMMUNICATION

ANSWERS TO EXTRA CREDIT PROJECT

Extra Credit Project

Evaluated to the satisfaction of the instructor.

14.0400

UNIT IV

COMPOSING WRITTEN COMMUNICATION

UNIT TEST

1. Identify true statements about different types of communication by placing an "X" on the line to the left of each true statement.

_____ a. When writing a collection letter, always remind the customer that his account is past due and you need the money.

_____ b. When writing for an appointment, keep the letter very informal and ask if the date requested is open on his calendar.

_____ c. Adjustment letters are usually written in response to claims and usually indicate a course of action to be taken to correct the problem.

_____ d. Acknowledgment letters indicate that correspondence will be delayed.

_____ e. Credit letters to new customers should express pleasure and describe the privileges available to the customer.

_____ f. Follow-up letters are often sent after a phone call to put in writing those things which were discussed on the phone.

_____ g. Form letters are prepared to handle routine correspondence.

_____ h. After an investigation of an applicant's credit rating, a letter is usually written to either accept or reject credit.

_____ i. In preparing a form letter, the body of the letter may be duplicated in advance with the date, inside address, salutation, and other information added when needed.

_____ j. Directives are instructions from the company selling goods to the company buying goods.

_____ k. Letters of inquiry usually request information or needed data.

_____ l. Memorandums are typed notes reminding the executive to keep his scheduled appointments.

_____ m. Personal letters usually have an informal tone and have no set form required for writing.

_____ n. Public relations can be handled very well through writing letters of congratulations or by offering to be of service.

_____ o. Memorandums replace formal correspondence within a company by using informal form to relay messages from one department to another.

_____ p. Letters which order goods are considered as purchasing orders and require complete accuracy.

_____ q. Most promotion letters are written for the purpose of giving someone a promotion within the company.

_____ r. Letters which include business reports usually present facts and ideas and are written to cover a single situation or to be all-inclusive of a project.

_____ s. Letters of request must be written with clarity, specificity, completeness, and conciseness.

_____ t. Exact time and date of arrival as well as accommodations are usually required in form letters.

_____ u. Social letters are written on a personal basis about topics of concern, and business matters are generally excluded.

_____ v. When sending a check, a money order, or an important business paper, a transmittal letter should also be sent.

_____ w. When writing for reservations, one should make a notation of any special rates because of convention or company affiliation.

_____ x. Report letters contain an introduction, a body, a conclusion, and recommendations.

_____ y. When writing collection letters, be sure to state the final date when bills can be paid.

_____ z. Well-stated suggestions will tend to entice the reader to do what you suggest.

2. Write a paragraph which includes the six points to consider in exercising good human relations in business communication.

3. Answer the following questions concerning the factors which have an immediate influence on formulation of opinion about business correspondence.

   a. What effect does eye appeal have in forming an opinion of a letter?

   b. Why is it so important to have correct spelling and punctuation in a letter?

   c. What kind of reflection is given when the name, title, and address are correctly written?

d. Why is it necessary to type the name and title of the person writing the letter below the signature line?

e. How should paragraph divisions be handled?

4. Identify true statements about the steps involved in planning and composing written communication by placing an "X" on the blank line to the left of those statements which are true.

_____ a. Always make a list of the specific details which you want to include in the correspondence.

_____ b. Be as brief as possible in conveying the message.

_____ c. Jot down ideas as they come to mind.

_____ d. It is a good idea to repeat the key thought of the letter at least twice.

_____ e. It makes no difference about the sequence of points in a letter so long as the points are kept in the same paragraph.

_____ f. The first sentence of the letter should include a greeting.

_____ g. Make an effective closing sentence.

_____ h. Cite every point you need to include in the communication.

_____ i. Critique the message to be sure the information is presented in a concise, complete, clear, correct, and courteous manner.

5. Demonstrate the ability to:
    a. Evaluate a letter.
    b. Write various types of communication.
    c. Prepare a research report.

14.0400

UNIT IV

COMPOSING WRITTEN COMMUNICATION

ANSWERS TO UNIT TEST

1. X a.
X b.
X c.
d.
X e.
X f.
X g.
X h.
X i.
j.
X k.
l.
X m.
X n.
X o.
X p.
q.
X r.
X s.
t.
X u.
X v.

X w.

X x.

X y.

X z.

2. a. Place yourself in the reader's position - he cannot see your facial expression or detect your tone of voice.

   b. Create a "you" attitude by writing from the reader's point of view. Use the words "you" and "your" rather than "I," "mine," "we," or "ours."

   c. Always suggest rather than demand. Most people do not respond to a demanding statement, whereas well-stated suggestions will tend to entice the reader to want to do what you desire.

   d. Do not make accusations or point out "wrongs" of the reader; rather practice good human relations.

   e. When necessary to give refusals, clearly explain them, give valid reasons, and suggest alternatives.

   f. If one uses a positive approach, most people will respond favorably.

3. a. There are 4 points in a letter which affect its eye appeal:

      1a. A neat, attractive letter creates a favorable impression.

      2a. A favorable appearance creates interest in and respect for the employer.

      3a. The correct arrangement of a message within uniform margins, varying in width according to the length of the letter, is appealing.

      4a. Typing which is clear and easy to read affects the eye appeal.

   b. Spelling and punctuation errors damage prestige and divert attention from the message.

   c. Efficiency, pride, and confidence are reflected in letters which have correct details.

   d. The name and title of the person writing a letter should be typed beneath the signature line because the signature is sometimes difficult to read.

e. Paragraphs should always be short units (usually no longer than 7 lines) because they look more attractive.

4. __X__ a.

__X__ b.

__X__ c.

_____ d.

_____ e.

_____ f.

__X__ g.

__X__ h.

__X__ i.

5. Evaluated to the satisfaction of the instructor.

[illegible]

14.0700

UNIT I

TAKING DICTATION IN SHORTHAND AND TRANSCRIBING

TERMINAL OBJECTIVE

After completing this unit, the student will be able to define terms associated with dictation and transcription, identify basic elements in shorthand, utilize secretarial reference materials, and transcribe from dictation taken in shorthand. This knowledge will be evidenced through demonstration and by successfully completing a unit test.

SPECIFIC OBJECTIVES

After completing this unit of instruction, the student will be able to:

1. Define terms associated with shorthand dictation and transcription.
2. Identify basic elements in shorthand.
3. List elements necessary for further development of speed and accuracy in taking dictation.
4. Identify secretarial reference materials.
5. Identify true statements about required dictation skills and dictation procedures.
6. Answer questions concerning transcription of dictated material.
7. Demonstrate the ability to take dictation and transcribe:
    a. Correspondence
    b. Reports
    c. Inneroffice memos

14.0700

UNIT I

TAKING DICTATION IN SHORTHAND AND TRANSCRIBING

SUGGESTED ACTIVITIES

I. Instructor:

- A. Provide objective sheet.
- B. Discuss objectives.
- C. Give pre-test.
- D. Evaluate pre-test.
- E. Provide information sheet.
- F. Discuss information sheet.
- G. Provide job sheets.
- H. Discuss job sheets.
- I. Assign additional work on further development of speed and accuracy for individual students as needed.
- J. Give test and evaluate results.

II. Student:

- A. Read objective sheet.
- B. Participate in discussion of objectives.
- C. Take pre-test.
- D. Study information sheet.
- E. Participate in discussion of information sheet.
- F. Read job sheets.
- G. Complete job sheets.
- H. Complete additional work as assigned.
- I. Take test.

INSTRUCTIONAL MATERIALS

I. Included in this unit:

   A. Objectives

   B. Pre-test

   C. Information sheet

   D. Job sheets

      1. Job Sheet #1--Taking Dictation

      2. Job Sheet #2--Transcribing Dictation

   E. Answers to job sheets

   F. Test

   G. Answers to test

II. References:

   A. Books

      1. Balsley and Robinson. Integrated Secretarial Studies. Cincinnati: South-Western Publishing Co., 1975.

      2. Gregg, John Robert and others. Applied Secretarial Procedures. 7th ed. New York: McGraw-Hill Book Company, 1974.

      3. Leslie, Louis and Charles E. Zoubek. Dictation for Transcription. 2nd ed. New York: McGraw-Hill Book Company, 1972.

      4. Leslie, Louis and Charles E. Zoubek. Transcription Dictation. New York: McGraw-Hill Book Company, 1956.

      5. Meehan, James R. and others. Secretarial Office Procedures. 8th ed. Cincinnati: South-Western Publishing Co., 1972.

      6. Popham, Estelle and others. A Teaching - Learning System for Business. New York: McGraw-Hill Book Company, 1975.

B. Additional References

1. ________. *Gregg Secretarial Training Records*. New York: McGraw-Hill Book Company.

2. ________. *Instructional Tapes*. Cincinnati: South-Western Publishing Co.

14.0700

UNIT I

TAKING DICTATION IN SHORTHAND AND TRANSCRIBING

INFORMATION SHEET

I. Terms and definitions

   A. Dictation--The act or manner of speaking words to be transcribed

   B. Transcription--Typing into correct form those notes taken in shorthand

   C. Brief forms--An abbreviated outline form of shorthand utilized for most frequently used words

II. Basic elements in shorthand

   A. Theory review for greater refinement in:

      1. Word beginnings and endings

      2. Principles of joining

      3. Omission of sounds and letters

      4. Phrasing

      5. Brief forms and derivatives

      6. Geographical names

   B. Rule review for greater refinement in punctuation

   C. Review use of dictation tools.

III. Further development of speed and accuracy in taking dictation

   A. Familiar material with previews

   B. Unfamiliar material with previews

   C. Creation of shortcuts in the process of dictation

   D. Frequent phrases

   E. Extension of vocabulary

IV. Secretarial reference materials

  A. Dictionaries

  B. Secretarial handbooks

  C. Style books

  D. Books of quotations and special references

  E. Etiquette books

V. Taking dictation

  A. Basic skills required:

    1. Be able to write shorthand at a faster rate of speed than is required.

    2. Be able to read shorthand back accurately and quickly.

    3. Be able to write unfamiliar outlines by connecting sounds.

    4. Become acclimated to employer's dictating habits.

    5. Become familiar with the business, the company personnel, and company policies.

    6. Be ready to take dictation:

      a. Have supplies within easy reach.

      b. Secure confidential information before leaving desk.

    7. Keep all confidential discussions private.

    8. Display an unobtrusive manner.

  B. Dictation procedure

    1. Arrange chair and materials near employer's desk in comfortable position to facilitate concentration.

    2. Face the employer and give full attention.

    3. Use separate notebook for each employer and label each notebook plainly.

    4. Date each book and date each day's dictation.

5. Place rubber band around transcribed material.

6. Use colored pen or pencil to write special instructions.

7. Make special notation on rush dictation.

8. Correct poor outlines, add notations, and insert punctuation marks during pauses in dictation.

9. Certify correct spelling of:

   a. Unusual or foreign names.

   b. Hard-to-spell names.

   c. Words with unusual spelling.

10. Leave as soon as possible after dictation is completed. Remove all materials such as pens or pencils and rubber bands, etc.

VI. Transcribing dictated material

A. Basic skills required:

1. Be able to read your shorthand back quickly and accurately.

2. Be able to type at a proficient rate of speed.

3. Be knowledgeable about correct format to use for typing of dictation taken.

4. Be able to produce transcription that is neat and mailable.

B. Transcription procedure

1. Read shorthand notes.

   a. Check for correct spelling on names and addresses.

   b. Check grammar and punctuation.

   c. Have reference manuals and materials available.

   d. Supply additional or missing data.

   e. Use proper titles.

      1) Use correct personal title (such as Rev. Dr., Sr.).

        2) When unsure of a title, refer to an authoritative source.

        3) When unsure of female name, use Ms.

2. Organize work station.

    a. Keep supplies ready.

    b. Have reference books within reach.

    c. Keep desk clean and clear.

    d. Maintain good lighting and room temperature.

3. Select proper supplies.

    a. Letterhead

    b. Envelopes

    c. Carbon paper

    d. Second sheets

    e. Correction materials

4. Typing techniques

    a. Utilize good typing habits and shortcuts.

    b. Be sure typewriter is in excellent working order.

    c. Be sure finished work creates a good impression by having correct format, placement, and word-division.

5. Use of carbons

    a. Remove carbons from correspondence before giving it to employer for signature.

6. Envelopes

    a. Use correct placement for name and address.

    b. Use correct placement for special notations.

    c. Place face up with flap over the top or side of the letter.

14.0700

UNIT I

TAKING DICTATION IN SHORTHAND AND TRANSCRIBING

JOB SHEET #1--TAKING DICTATION

I. Tools and equipment needed:

A. Shorthand book

B. Pen or pencil

C. Rubber band

D. Red pen for special notations

II. Procedures:

Take dictation in shorthand from teacher or transcriber.

(Instructor note: Material to be dictated is on answer sheet to this job, or you may select dictation of your choice.)

14.0700

UNIT I

TAKING DICTATION IN SHORTHAND AND TRANSCRIBING

JOB SHEET #2--TRANSCRIBING DICTATION

I. Tools and equipment needed:

   A. Typewriter

   B. Personal dictation or dictation machine

   C. Letterhead paper or plain bond

   D. Carbon paper (2 sheets)

   E. Second sheets or copy paper

   F. ZIP Code directory

   G. Dictionary

   H. Correction materials

II. Procedures:

Transcribe notes into mailable letters, reports, etc. Use full block style with mixed punctuation for Ms. Gillmore's letters and modified block style with open punctuation for Ralph Hartman's letters. Make two carbons of all company letters and one carbon of personal letters.

14.0700

UNIT I

TAKING DICTATION IN SHORTHAND AND TRANSCRIBING

ANSWERS TO JOB SHEETS

Job Sheet #1 & Job Sheet #2

The words in italics should be dictated for transcription. (Do not dictate ZIP Codes. Have students find them in ZIP Code Directory.)

Mrs. Ruth Gillmore, Vice-President, A. C. Rhodes Manufacturing Company, 2625 Ransom Road, Houston, TX dictates the following: Letter to: *R. P. Rundell, President, Absco Electronics Incorporated, 2838 Anderson Avenue, Peoria, Illinois, 61611. Dear R. P., Your recent letter requesting the names of the people involved in the life-extention experiment being conducted by our firm came as a pleasant surprise. I haven't heard from you in several years and suddenly I find you are vitally interested in our project--one which has received virtually no publication.* New paragraph. *We are much ...* make that *very enthused about the success of the project thus far. Since the experiment is too lengthy to cover in this letter, I shall enclose a recent summarization made to the department heads at last week's staff meeting. Hope you enjoy reading it as much as I did.* New paragraph. *The members of the team include Jo Busby, Raymond Hollingsworth, Beatrice Utley, and Frank North. They have done a tremendous job and we here at the plant are singing their praises.* New paragraph. *The next time you're in town, R. P., call me and I'll buy your lunch.*

This one goes to *Dewey Hawkins, Chief Consultant, DeMar Plastics Company, 1313 Shove Drive, Biloxi, Mississippi, 39532. In a recent shipment of plastic tubing, we found a deficient section some four feet long. This section will be shipped back to your factory via Central Freight lines sometime tomorrow.* New paragraph. *Please air freight the replacement of this tubing as we are facing a crisis if it is not replaced by Tuesday of next week.*

Send this memo to all department heads. *Janice Whitly has been selected to edit the publication "Rhoades End" starting the first of next month. We are pleased to see Janice assume this responsibility and I know each of you will want to extend your congratulations and help her in this endeavor.*

This one goes to *Ruben Rodell, Ace Employment Agency, 1396 Wickbrair Drive, Houston, Texas 77045. In reference to your recent inquiries about Jim Tunnell, former plant manager, I must decline to answer most of the questions due to company policy. However, I am at liberty to state that he was employed by this company from June 1963 to September 1975. I'm sorry I could not supply you with the data you requested.*

Next a letter to *Alice Anderson, Chairperson, Woman's Club of America, 2900 Eddy St., Amarillo, TX 79106. Thank you for the invitation to address the Woman's Club on Wednesday of next week. I am delighted to have* *this opportunity. I have selected the topic "The Vice-President's Role in Formulating Company Policy". Since many of your club members are junior executives, I thought this might be a fitting topic. If not, please let me know immediately.* New paragraph. *I am looking forward to seeing you soon.*

Post this next notice on the bulletin board in the hall. *To all employees: Subject: Films about Environmental Restoration. On Tuesday, Wednesday, and Thursday of next week, January 6, 7, and 8, a film will be shown in the snack bar/lounge at 10:30, 11:30, and 2:30. This film is 15 minutes in length. Each of you is urged to attend at least one showing of this film so that our company will be informed on the efforts being made to restore our surroundings to it's natural state.*

(NOTE: Format, style, and evaluation is left to the judgment of the instructor.)

14.0700

UNIT I

TAKING DICTATION IN SHORTHAND AND TRANSCRIBING

UNIT TEST

1. Define terms associated with shorthand dictation and transcription.

   a. Dictation

   b. Transcription

   c. Brief forms

2. Identify six basic elements in shorthand.

3. List elements necessary for further development of speed and accuracy in taking dictation.

4. List five types of secretarial reference materials.

5. Identify true statements about required dictation skills and dictation procedures by placing an "X" in the line to the left of each statement that is true.

_____ a. Most employers dictate at 120 wpm.

_____ b. Secretaries should be able to take shorthand at 130 wpm.

_____ c. A knowledge of company policy, company personnel, and company business expedites transcription proficiency.

_____ d. When confronted with an unfamiliar word during dictation, write an outline by connecting sounds.

_____ e. A trustworthy stenographer is one who keeps all confidential discussions private.

_____ f. Entering the room in an unobtrusive manner and facing the employer while giving full concentration creates an image of poise and efficiency.

_____ g. Marking special notations or rush dictation with a red pen helps to speed up the transcription process.

6. The following questions concern transcription of dictated material. Answer each question fully, but be as brief as possible.

a. What are the basic skills required in transcription?

b. What procedure is used in transcribing dictation?

c. In organizing a work station, what are the key things to consider?

d. In selecting proper supplies, what should a secretary have on hand for transcription?

e. When utilizing good typing habits and shortcuts, the finished work should create a good impression by having:

1)

2)

3)

f. What should be done with carbons before submitting correspondence to the employer for signature?

g. How should envelopes be prepared?

7. Demonstrate the ability to take dictation and transcribe:

   a. Correspondence

   b. Reports

   c. Inneroffice memos

   (NOTE: If these activities have not been accomplished prior to the test, ask the instructor when they should be completed.)

14.0700

UNIT I

TAKING DICTATION IN SHORTHAND AND TRANSCRIBING

ANSWERS TO UNIT TEST

1. a. Dictation--The act or manner of speaking words to be transcribed

   b. Transcription--Typing into correct form those notes taken in shorthand

   c. Brief forms--An abbreviated outline form of shorthand utilized for most frequently used words

2. a. Word beginnings and endings

   b. Principles of joining

   c. Omission of sounds and letters

   d. Phrasing

   e. Brief forms and derivatives

   f. Geographical names

3. a. Familiar material with previews

   b. Unfamiliar material with previews

   c. Creation of shortcuts in the process of dictation

   d. Frequent phrases

   e. Extension of vocabulary

4. a. Dictionaries

   b. Secretarial handbooks

   c. Style books

   d. Books of quotations

   e. Etiquette books

5. _____ a.

   _____ b.

__X__ c.

__X__ d.

__X__ e.

__X__ f.

__X__ g.

6. a. Be able to read your shorthand back quickly and accurately. Be able to type at a proficient rate of speed. Be knowledgeable about correct format to use for typing of dictation taken. Be able to produce transcription that is neat and mailable.

   b. Read the shorthand notes, checking for spelling, grammar, and punctuation. Keep reference materials available. Be sure to supply missing data and use proper titles.

   c. Keeping supplies ready; having reference books within reach; keeping desk clean and clear; and maintaining good lighting and room temperature

   d. Letterhead, envelopes, carbon paper, second sheets, and correction materials

   e. 1) Correct format

      2) Correct placement

      3) Correct word-division

   f. Remove the carbons.

   g. Be sure of correct placement for names, addresses and special notations. Envelope should be placed face up with flap over the top or side of the letter.

7. Evaluated to the satisfaction of the instructor.

14.0700

UNIT II

INCORPORATING BUSINESS ENGLISH IN WRITTEN & ORAL COMMUNICATIONS

TERMINAL OBJECTIVE

After completion of this unit, the student will be able to incorporate business English in written and oral communications by discussing points in using words and word references, by identifying ways to increase listening and reading ability, and by discussing the psychology of effective communication. This knowledge will be evidenced through demonstration and by successfully completing a unit test.

SPECIFIC OBJECTIVES

After completing this unit of instruction, the student will be able to:

1. Discuss the four points in using words and word references.
2. Identify eight ways to increase listening and reading ability.
3. Identify true statements about grammar - the framework of communication.
4. Match terms on punctuation and style with the appropriate definition, statement, or example.
5. Discuss the psychology of effective communication.
6. Discuss points and give five examples (when appropriate) of creative writing craftmanship.
7. Demonstrate the ability to:
    a. Use correct grammar.
    b. Rewrite a business reply using effective communication.

14.0700

UNIT II

INCORPORATING BUSINESS ENGLISH IN WRITTEN & ORAL COMMUNICATIONS

SUGGESTED ACTIVITIES

I. Instructor:

   A. Provide objective sheet.

   B. Discuss objective sheet.

   C. Provide information sheet.

   D. Discuss information sheet.

   E. Provide assignment sheets.

   F. Discuss assignment sheets.

   G. Give test and evaluate results.

II. Student:

   A. Read objective sheet.

   B. Participate in discussion of objective sheet.

   C. Read information sheet.

   D. Participate in discussion of information sheet.

   E. Read assignment sheets.

   F. Complete assignment sheets.

   G. Take test.

INSTRUCTIONAL MATERIALS

I. Included in this unit:

   A. Objectives

   B. Information sheet

   C. Assignment sheets

      1. Assignment Sheet #1--Plural/Singular Nouns

2. Assignment Sheet #2--Plural/Singular Possessives

3. Assignment Sheet #3--Punctuation: Periods, Question Marks, and Exclamation Marks

4. Assignment Sheet #4--Punctuation: Commas, Semicolons, Dashes, and Colons

5. Assignment Sheet #5--Capitalization

6. Assignment Sheet #6--Image of a Business Reply

D. Answers to assignment sheets

E. Test

F. Answers to test

II. References:

A. Brendel, Leroy and Elsie Leffingwell. English Usage, Drills and Exercises. New York, New York: McGraw-Hill Book Company, 1968.

B. Brendel, Leroy and Doris Near. Punctuation Drills and Exercises. 2nd ed. New York, New York: McGraw-Hill Book Company, 1974.

C. Lamb, Marion. Word Studies. 6th ed. Cincinnati, Ohio: South-Western Publishing Co., 1972.

D. Leslie, Louis A. 20,000 Words. 6th ed. New York, New York: McGraw-Hill Book Company, 1971.

E. Perkins, W. E. Punctuation: A Programmed Approach. Cincinnati, Ohio: South-Western Publishing Co., 1972.

F. Schackter, Norman. English the Easy Way. 3rd ed. Cincinnati, Ohio: South-Western Publishing Co., 1969.

G. Stewart, Marie and others. Business English and Communication. 4th ed. New York, New York: McGraw-Hill Book Company, 1972.

14.0700

UNIT II

INCORPORATING BUSINESS ENGLISH IN WRITTEN & ORAL COMMUNICATIONS

INFORMATION SHEET

I. Words and word references

  A. Select precise and meaningful words to express ideas.

    1. Improve your vocabulary.

    2. Become word-conscious.

    3. Find meaning from context.

  B. Use up-to-date and acceptable terminology to transmit thoughts.

    1. Listen and observe experts in various fields.

    2. Observe vocabulary in well-written newspapers and magazines.

  C. Use a dictionary to expand knowledge of words and word meanings.

    1. Pronunciation guides

    2. Explanatory notes

    3. Abbreviations

    4. Word origins

    5. Parts of speech

  D. Differentiate between words that are commonly confused.

    1. Examine spelling.

    2. Learn pronunciation.

    3. Use in sentence.

II. The art of listening and reading

  A. Listen with a view toward analyzing and evaluating what a speaker says.

B. Take complete, yet brief, written notes as an aid to retention.

C. Retain more of what is heard by actively listening.

D. Remember the names of people when introduced.

E. Become a better conversationalist by broadening reading habits.

F. Increase reading speed and comprehension.

G. Improve retention of written material.

H. Improve proofreading ability.

III. Grammar - The framework of communication

A. Construct complete sentences so that ideas are expressed fully.

B. Use verbs correctly so that ideas take the proper direction.

1. Transitive verbs - those that regularly have an object

2. Intransitive verbs - those that do not have an object

C. Place nouns and pronouns in their proper form.

1. Possessives of nouns and pronouns

2. Nominative case

3. Objective case

4. Appositives

D. Coordinate noun and pronoun forms with their appropriate verb forms so that your sentences are easily understood.

E. Select precise descriptive words (adjectives and adverbs) to give exacting images.

1. Compound adjectives

2. Kinds of adverbs

F. Use conjunctions and prepositions to connect words in meaningful and clear sequences.

1. Words requiring certain prepositions
2. Conjunctions - coordinate, correlative, subordinate

IV. Punctuation and style - The tools of the writer

A. Use the period, question mark, and exclamation point to bring your sentences to a suitable close.

1. A period is used after a statement (declarative), after a command (imperative), after indirect questions, and after requests phrased as questions.
2. A question mark is used after a direct question and after a series of queries.
3. An exclamation point is used after a word, phrase, or sentence that expresses strong feeling.

B. Use the semicolon, colon, dash, and comma correctly to indicate pauses that are required for clarity.

1. The semicolon is a sign to the reader to come to a partial stop, and is used mainly in compound sentences.
2. A colon serves to introduce or list items. Also, a colon may be used before a complete sentence for emphasis of that sentence.
3. A dash is used to provide a stronger and more emphatic break in the sentence.
4. Commas are the "slow" signs that guide your reader into absorbing one part of a thought before going on to another part.

C. Place quotation marks around the words of others and words with special significance.

1. Quotation marks are signals used principally to tell the reader: "These are the actual words spoken or written by a specific person."
2. Direct quotations: When recording word for word what someone has said or written, enclose the words in quotation marks.
3. Interrupted quotations: If a direct quotation is interrupted, quotation marks are placed around the quoted words only.
4. Quotation within a quotation: A quotation within a quotation is enclosed in single quotation marks.

D. Subordinate secondary thoughts through the use of parentheses. Used mainly to enclose words that give additional information.

  1. To indicate authority, references, directions
  2. With enumerated items
  3. To express doubt and surprise

E. Employ apostrophes to indicate possessives, contractions, and some plurals.

  1. In contractions
  2. For omission of figures
  3. For invented words

F. Capitalize those words that begin sentences and require special distinction.

  1. First words of:
    a. A sentence or a group of words used as a sentence
    b. A direct quotation
    c. An independent question within a sentence
    d. Each item in a listing or an outline
    e. Each line of poetry
  2. Proper nouns and adjectives
    a. Names of persons
    b. Names of places
    c. Names of organizations
    d. Names of governmental bodies
    e. Names of commercial products
    f. Names of historical events and documents
    g. Names of holidays, months, days of week
    h. Proper adjectives

3. Titles of publications, works of art
4. Personal and official titles

G. Use abbreviated forms correctly. An abbreviation is a signal used in place of a word or several words.

H. Write numbers in an acceptable style.

1. Numbers written as words
    - a. Numbers one through ten
    - b. Numbers that begin sentences
    - c. Fractions standing alone
    - d. Time of day
    - e. Ages
    - f. Centuries and decades
    - g. Numbers in series, related numbers
2. Numbers written as figures
    - a. Numbers higher than ten
    - b. Sums of money
    - c. Age in years, months, days
    - d. Time connected with discount or interest rates
    - e. House, street, ZIP Code numbers
    - f. Decimals
    - g. Mixed numbers
3. Numbers used with words
    - a. Percentages
    - b. Weights and measures
    - c. Money expressed in cents
    - d. Million, billion
    - e. Consecutive numbers

4. Ordinal numbers in writing of dates

a. Day following month

b. Day preceding month

V. The psychology of effective communication

A. Develop an awareness of the importance of psychology in effective total communication.

B. Select and use appropriate "on" switches to communicate ideas effectively and obtain desired actions.

1. Financial gain

2. Status

3. Comfort and convenience

4. Health

5. Security

6. Family

7. Leisure time

C. Avoid "off" switches that threaten an individual's self-image.

1. Ignored

2. Taken for granted

3. Criticized

4. Blocked

D. Promote goodwill and understanding in all communication situations.

1. Being courteous

2. Being pleasant and cordial

3. Using customer's name

4. Listening attentively

5. Giving prompt service

VI. Writing craftsmanship

A. Use words to create positive images in the mind of your reader.

   1. Admirable
   2. Advantage
   3. Agreeable
   4. Benefit
   5. Comfortable
   6. Cordial
   7. Deserving
   8. Enjoy
   9. Exclusive
   10. Fortunate
   11. Generous
   12. Happy
   13. Pleasure
   14. Profit
   15. Progress
   16. Satisfaction
   17. Valuable
   18. Warmth
   19. Welcome

B. Avoid words that antagonize the reader and destroy his goodwill.

   1. Abuse
   2. Alleged
   3. Biased
   4. Blame
   5. Blunder
   6. Complaint
   7. Criticize
   8. Damage
   9. Defective
   10. Degrade

C. Use a Thesaurus to achieve variety of word usage.

D. Place words, phrases, and clauses so that your messages will be interpreted in the right way.

   1. The meaning of a sentence can be changed by a word carelessly placed.
   2. Incorrectly placed phrases can completely change the meaning of a message.
   3. Errors of all kinds are more likely to be made in long sentences, and misplaced clauses are no exception.

14.0700

UNIT II

INCORPORATING BUSINESS ENGLISH IN WRITTEN & ORAL COMMUNICATIONS

ASSIGNMENT SHEET #1--PLURAL/SINGULAR NOUNS

Directions: Fill in the plural form of each of the following singular nouns.

A. SINGULAR — PLURAL

1. Salesman ____________________
2. Inquiry ____________________
3. Class ____________________
4. Puppet ____________________
5. Essential ____________________
6. Method ____________________
7. Assembly ____________________
8. Bill ____________________
9. Delivery ____________________
10. Paper ____________________
11. Relationship ____________________
12. Statistic ____________________
13. Employer ____________________
14. Answer ____________________
15. Owner ____________________
16. Study ____________________
17. Plural ____________________
18. Employee ____________________
19. Youth ____________________
20. Million ____________________

21. Business ______________________

22. Person ______________________

23. Company ______________________

24. Community ______________________

25. Secretary ______________________

The Difficult Noun Plurals

B. 1. Man ______________________

2. Goose ______________________

3. Child ______________________

4. Auto ______________________

5. Cupful ______________________

6. Sheep ______________________

7. Woman ______________________

8. Scissors ______________________

9. Formula ______________________

10. Addendum ______________________

11. Reindeer ______________________

12. Folio ______________________

13. C.O.D. ______________________

14. Taboo ______________________

15. Monkey ______________________

16. Belief ______________________

17. Life ______________________

18. Mother-in-law ______________________

19. Chairman ______________________

20. Notary Public ______________________

21. Basis ______________________

22. Memorandum ____________________

23. Handful ____________________

24. Trousers ____________________

25. Radio ____________________

14.0700

UNIT II

INCORPORATING BUSINESS ENGLISH IN WRITTEN & ORAL COMMUNICATIONS

ASSIGNMENT SHEET #2--PLURAL/SINGULAR POSSESSIVES

Directions: Indicate the singular and plural possesive of the following phrases. Example: Pencil of the student - student's pencil - students' pencils

PHRASE	SINGULAR POSSESSIVE	PLURAL POSSESSIVE
A. Knife of the cook		
B. Office of the doctor		
C. Book of the student		
D. Sandwich of the man		
E. Trip of the week		
F. Lecture of the teacher		
G. Desk of the manager		
H. Date of the memorandum		
I. Seal of the notary public		
J. Notebook of the secretary		
K. Conference of the executive		
L. Initials of the salesman		
M. Procedures of the committee		

14.0700

UNIT II

INCORPORATING BUSINESS ENGLISH IN WRITTEN & ORAL COMMUNICATIONS

ASSIGNMENT SHEET #3--PUNCTUATION: PERIODS, QUESTION MARKS, AND EXCLAMATION MARKS

Directions: Fill in the necessary periods, question marks, and exclamation marks in the following sentences.

1. James Mitchell requested confirmation at the hotel
2. Will you please send your report for last month's sales
3. Ask Miss Jones if all the letters and invoices have been filed for this week
4. What confusion there was in the office this week
5. What type of office work would you like to do
6. Are the dues $12.00 this year
7. Mr. McDonald asked me to call the restaurant and make a reservation for a party of six
8. We thought your flight was due to depart at 7:30 am
9. Do we have the latest fashions in clothes for the career woman Certainly
10. Would it be possible to have the stationery sent COD
11. The letter should have been addressed to Mrs John S Marshall, Jr
12. How much does the electronic calculator cost
13. If you were manager of the office, how would you organize the files
14. When you arrive in Dallas, call me and I'll pick you up at the airport
15. Miss Clark has asked whether her leave of absence could be extended to three months
16. Not one of the orders was shipped on time   Why

17. Someone should help Jane with that transcription, don't you think

18. Miss Stewart, our receptionist, earned $75.00 a week when she first started working for the company

19. These are fantastic prices

20. Hurrah for you You know what word processing can accomplish in an office

14.0700

UNIT II

INCORPORATING BUSINESS ENGLISH IN WRITTEN & ORAL COMMUNICATIONS

ASSIGNMENT SHEET #4--PUNCTUATION: COMMAS, SEMICOLONS, DASHES, AND COLONS

Directions: Insert the necessary commas, semicolons, dashes, and colons in the following sentences.

1. We are enclosing your personalized credit card Mr. Tilton please note that it is nontransferable.
2. The President will be in Dallas Texas Ft. Smith Arkansas and New Orleans Louisiana this week.
3. Miss Smith please cancel my reservation at the Sheraton then make one at the Hilton.
4. We believe that very few if any changes need to be made in the agenda.
5. Please write directly to Mr. J. T. Stephens 2000 North Main Street Houston Texas 79001.
6. It is requested that you schedule your vacation during May June or July.
7. Jane is a competent conscientious loyal employee.
8. The new gold carpet gave the reception room a cool elegant appearance.
9. Mr. Kane will be in New York City Wednesday therefore you may expect a call from him then.
10. She attended the University of Texas he attended North Texas State University.
11. When you write a letter don't be vague clearly express your message.
12. Miss Gregory started work as a file clerk then she became a junior stenographer now she is an administrative secretary.
13. Mr. Ray is our vice president Miss Snider is his secretary and Mr. Hayes whom you have met is our director of sales.

14. The message of the mailogram is as follows "June 16 appointment confirmed. Letter follows."

15. Answering the telephone taking dictation and transcribing these are her duties as receptionist.

16. Promptness efficiency and competency all are traits of a good office employee.

17. Her sole objective is this to advance as far as she can in her career.

14.0700

UNIT II

INCORPORATING BUSINESS ENGLISH IN WRITTEN & ORAL COMMUNICATIONS

ASSIGNMENT SHEET #5--CAPITALIZATION

Directions: Underline each letter that should be capitalized.

1. today our sales representative, james r. mitchell, jr., called you at the hilton hotel in san antonio, texas.
2. her address is 2601 south pine lane, mobile, alabama.
3. does he usually use "very truly yours" as a complimentary closing?
4. our offices are located on the southeast side of chicago.
5. he lives either in texarkana, texas or texarkana, arkansas.
6. the morris company, inc. is a leading manufacturer of office equipment.
7. he is an avid reader of the wall street journal, a businessman's newspaper.
8. "where," he asked, "did you file the houston branch office's personnel directory?"
9. should i use the salutation "my dear mr. crampton"?
10. residents of denver, colorado, pay a city income tax as well as a denver state income tax.
11. the rule is this: never capitalize ex-, former, or late when used as a title.
12. will you be home on saturday, the sixth of june?
13. who is the author of the many faces of an executive secretary?
14. send the letter to his office address: empire state building, one main place, new york city, new york.
15. robert young, doctor of education, spoke to our class last week.

16. if you are interested in an office occupation, you should enroll in vocational office education.

17. we are looking forward to the office education association convention in dallas.

18. mary morris is an instructor of english at howard morrison high school.

19. she is a graduate of stanley-clark school of business.

20. our office will be closed on thanksgiving, the fourth thursday in november.

14.0700

UNIT II

INCORPORATING BUSINESS ENGLISH IN WRITTEN & ORAL COMMUNICATIONS

ASSIGNMENT SHEET #6--IMAGE OF A BUSINESS REPLY

Directions: Rewrite the following paragraph into a positive attitude paragraph.

> Your request to have a complimentary booklet on our office machine arrived too late. The orders for the booklet were to be here by June 4--over a week ago. If you really wanted the booklet you should have written then, like the others.

14.0700

UNIT II

INCORPORATING BUSINESS ENGLISH IN WRITTEN & ORAL COMMUNICATIONS

ANSWERS TO ASSIGNMENT SHEETS

Assignment Sheet #1

A. 1. Salesmen
   2. Inquiries
   3. Classes
   4. Puppets
   5. Essentials
   6. Methods
   7. Assemblies
   8. Bills
   9. Deliveries
   10. Papers
   11. Relationships
   12. Statistics
   13. Employers
   14. Answers
   15. Owners
   16. Studies
   17. Plurals
   18. Employees
   19. Youths
   20. Millions
   21. Businesses

22. Persons
23. Companies
24. Communities
25. Secretaries

B. 1. Men
2. Geese
3. Children
4. Autos
5. Cupfuls or Cupsful
6. Sheep
7. Women
8. Scissors
9. Formulas or Formulae
10. Addenda
11. Reindeer
12. Folios
13. C.O.D.s
14. Taboos or Tabus
15. Monkeys
16. Beliefs
17. Lives
18. Mothers-in-law
19. Chairmen
20. Notary publics or Notaries public
21. Bases
22. Memorandums or Memoranda
23. Handfuls or Handsful

24. Trousers

25. Radios

Assignment Sheet #2

A. Cook's knife - Cooks' knives

B. Doctor's office - Doctors' offices

C. Student's book - Students' books

D. Man's sandwich - Men's sandwiches

E. Week's trip - Weeks' trips

F. Teacher's lecture - Teachers' lectures

G. Manager's desk - Managers' desks

H. Memorandum's date - Memorandums' dates or
Memoranda's dates

I. Notary public's seal - Notary publics' seals or
Notaries public's seals

J. Secretary's notebook - Secretaries' notebooks

K. Executive's conference - Executives' conferences

L. Saleman's initials - Salemen's initials

M. Committee's procedures - Committees' procedures

Assignment Sheet #3

1. James Mitchell requested confirmation at the hotel.

2. Will you please send your report for last month's sales.

3. Ask Miss Jones if all the letters and invoices have been filed for this week.

4. What confusion there was in the office this week!

5. What type of office work would you like to do?

6. Are the dues $12.00 this year?

7. Mr. McDonald asked me to call the restaurant and make a reservation for a party of six.

8. We thought your flight was due to depart at 7:30 a.m.

9. Do we have the latest fashions in clothes for the career woman? Certainly!

10. Would it be possible to have the stationery sent C.O.D.?

11. The letter should have been addressed to Mrs. John S. Marshall, Jr.

12. How much does the electronic calculator cost?

13. If you were manager of the office, how would you organize the files?

14. When you arrive in Dallas, call me and I'll pick you up at the airport.

15. Miss Clark has asked whether her leave of absence could be extended to three months.

16. Not one of the orders was shipped on time! Why?

17. Someone should help Jane with that transcription, don't you think?

18. Miss Stewart, our receptionist, earned $75.00 a week when she first started working for the company.

19. These are fantastic prices!

20. Hurrah for you! You know what word processing can accomplish in an office.

Assignment Sheet #4

1. We are enclosing your personalized credit card; Mr. Tilton, please note that it is nontransferable.

2. The President will be in Dallas, Texas, Ft. Smith, Arkansas, and New Orleans, Louisiana this week.

3. Miss Smith, please cancel my reservation at the Sheraton; then make one at the Hilton.

4. We believe that very few, if any, changes need to be made in the agenda.

5. Please write directly to Mr. J. T. Stephens, 2000 North Main Street, Houston, Texas 79001.

6. It is requested that you schedule your vacation during May, June, or July.

7. Jane is a competent, conscientious, loyal employee.

8. The new gold carpet gave the reception room a cool, elegant appearance.

9. Mr. Kane will be in New York City Wednesday; therefore, you may expect a call from him then.

10. She attended the University of Texas; he attended North Texas State University.

11. When you write a letter, don't be vague - clearly express your message.

12. Miss Gregory started work as a file clerk; then she became a junior stenographer; now she is an administrative secretary.

13. Mr. Ray is our vice-president; Miss Snider is his secretary; and Mr. Hayes, whom you have met, is our director of sales.

14. The message of the mailogram is as follows: "June 16 appointment confirmed. Letter follows."

15. Answering the telephone, taking dictation, and transcribing - these are her duties as receptionist.

16. Promptness, efficiency, and competency - all are traits of a good office employee.

17. Her sole objective is this: to advance as far as she can in her career.

Assignment Sheet #5

1. Today our sales representative, James R. Mitchell, Jr., called you at the Hilton Hotel in San Antonio, Texas.

2. Her address is 2601 South Pine Lane, Mobile, Alabama.

3. Does he usually use "Very truly yours" as a complimentary closing?

4. Our offices are located on the southeast side of Chicago.

5. He lives either in Texarkana, Texas or Texarkana, Arkansas.

6. The Morris Company, Inc. is a leading manufacturer of office equipment.

7. He is an avid reader of the Wall Street Journal, a businessman's newspaper.

8. "Where," he asked, "did you file the Houston branch office's Personnel Directory?"

9. Should I use the salutation "My dear Mr. Crampton"?

10. Residents of Denver, Colorado, pay a city income tax as well as a Denver state income tax.

11. The rule is this: never capitalize ex-, former, or late when used as a title.

12. Will you be home on Saturday, the sixth of June?

13. Who is the author of The Many Faces of an Executive Secretary?

14. Send the letter to his office address: Empire State Building, One Main Place, New York City, New York.

15. Robert Young, Doctor of Education, spoke to our class last week.

16. If you are interested in an office occupation, you should enroll in Vocational Office Education.

17. We are looking forward to the Office Education Association Convention in Dallas.

18. Mary Morris is an instructor of English at Howard Morrison High School.

19. She is a graduate of Stanley-Clark School of Business.

20. Our office will be closed on Thanksgiving, the fourth Thursday in November.

Assignment Sheet #6

Unfortunately, your request for the complimentary booklet on our office machine arrived after the deadline, July 4. Perhaps next time you will be able to get in your order sooner.

14.0700

UNIT II

INCORPORATING BUSINESS ENGLISH IN WRITTEN & ORAL COMMUNICATIONS

UNIT TEST

1. Discuss the four points in using words and word references.

2. Identify eight ways to increase your listening and reading ability.

   a.

b.

c.

d.

e.

f.

g.

h.

3. Identify true statements about grammar - the framework of communication. Circle the T if the statement is true, the F if the statement is false.

T F a. Construct complete sentences so that you express your ideas fully.

T F b. Coordinate noun and verb forms with the appropriate pronoun form so that your sentences are easily understood.

T F c. Use verbs so that your ideas go in one direction.

T F d. Use prepositions to connect words in meaningful, clear sequences.

T F e. Conjunctions coordinate, correlate, and subordinate.

T F f. Compound adverbs and kinds of adjectives have much to do with giving exact images.

T F g. Transitive verbs are those that have an object.

T F h. Intransitive verbs may or may not have an object.

T F i. Nouns and pronouns maybe have four forms: possessive, nominative, objective, and appositive.

T F j. Some words require certain prepositions.

4. Match terms on punctuation and style with the appropriate definition statement or example.

______ 1. Exclamation point

______ 2. Dash

______ 3. Interrupted quotations

______ 4. Apostrophes

______ 5. Capitalize

______ 6. Abbreviations

______ 7. Semicolon

______ 8. Period

______ 9. Direct quotations

______10. Quotation within a quotation

______11. Parentheses

______12. Numbers as words

______13. Question mark

______14. Colon

______15. Numbers as figures

______16. Quotation marks

______17. Numbers with words

______18. Comma

a. Imperative or declarative

b. Serves to introduce items

c. Word for word

d. Single quotation marks

e. Expresses strong feeling

f. Quotes around quoted words only

g. "slow" sign

h. Possessives, contractions, plurals

i. After a series of queries

j. An independent question within a sentence

k. Signal used in place of a word or words

l. Signal to come to a partial stop

m. "These are the actual words of a person"

n. Numbers higher than ten

o. Numbers one through ten

p. Subordinate secondary thoughts

q. To provide a stronger, emphatic break

r. Weights and measures

5. Discuss the psychology of effective communication.

6. Discuss points and give five examples where appropriate of creative writing craftmanship.

7. Demonstrate the ability to:

   a. Use correct grammar.

   b. Rewrite a business reply using effective communication.

   (NOTE: If these skills have not been accomplished prior to the test, ask the instructor when they should be completed.)

14.0700

UNIT II

INCORPORATING BUSINESS ENGLISH IN WRITTEN & ORAL COMMUNICATIONS

ANSWERS TO UNIT TEST

1. In using words and word references, be sure to select precise and meaningful words to express your ideas. In order to do this you must improve your vocabulary, become word-conscious, and must find meaning from context.

   Be sure to use up-to-date and acceptable terminology to transmit your thoughts. Listen and observe experts in fields and observe vocabulary in well-written newspapers and magazines.

   Use a dictionary to expand your knowledge. Aids in dictionaries are: pronunciation guides, explanatory notes, abbreviations, word origins, and parts of speech.

   Differentiate between words that are commonly confused by examining spelling, learning pronunciations, and using them in sentences.

2. a. Listen with a view toward analyzing and evaluating what a speaker says.

   b. Take complete, yet brief, written notes as an aid to retention.

   c. Retain more of what you hear by actively listening.

   d. Remember the names of people to whom you are introduced.

   e. Become a better conversationalist by broadening your reading habits.

   f. Increase your reading speed and comprehension.

   g. Improve your retention of written material.

   h. Improve your proofreading ability.

3. a. T

   b. F

   c. F

d. T

e. T

f. F

g. T

h. F

i. T

j. T

4. e 1.

q 2.

f 3.

h 4.

j 5.

k 6.

l 7.

a 8.

c 9.

d 10.

p 11.

o 12.

i 13.

b 14.

n 15.

m 16.

r 17.

g 18.

5. The psychology of effective communication deals with developing an awareness of the importance of psychology in effective total communication. One should be able to select appropriate "on" switches to communicate ideas effectively and to obtain desired actions, such as financial

gain, status, security and others. One should avoid "off" switches that threaten an individual's self-image. One should promote goodwill and understanding in all communication situations by being courteous, pleasant, cordial, prompt, by using a person's name, and listening attentively.

6. a. Use words to create positive images in the mind of your reader.

   Examples: enjoy, admirable, pleasure, valuable, warmth

   b. Avoid words that antagonize.

   Examples: blame, complain, criticize, damage, defective

   c. Use a Thesaurus to achieve variety of word usage.

   d. Place words, phrases, and clauses so that your messages will be interpreted in the right way.

7. Evaluated to the satisfaction of the instructor.

14.0700

UNIT III

LOCATING AND UTILIZING STANDARD SOURCES OF INFORMATION

TERMINAL OBJECTIVE

After completion of this unit, the student will be able to locate, gather, and identify standard sources of information: such as dictionaries, directories, newspapers and periodicals, shipping and postal guides, biographic references, financial data, and others. This knowledge will be evidenced through demonstration and by successfully completing a unit test.

SPECIFIC OBJECTIVES

After completing this unit of instruction, the student will be able to:

1. Match names of dictionaries with their types.
2. Check the type directory in which specific information may be found.
3. Name and define the main shipping and postal guides to which a secretary might refer.
4. List five biographic references a secretary might refer to from time to time.
5. Name and describe two reference reading guides.
6. Identify sources of information which contain financial data.
7. Identify sources of information that contain records of events and statistical information.
8. Name and define two sources of travel information.
9. List the kinds of libraries which a secretary might need to consult.
10. Discuss information that is found in an atlas.
11. Name two books on quotations.
12. Demonstrate the ability to:
    a. Use dictionaries.

14.0700

UNIT III

LOCATING AND UTILIZING STANDARD SOURCES OF INFORMATION

SUGGESTED ACTIVITIES

I. Instructor:

- A. Provide objective sheet.
- B. Discuss objective sheet.
- C. Provide information sheet.
- D. Discuss information sheet.
- E. Secure field trip.
- F. Provide assignment sheet.
- G. Discuss assignment sheet.
- H. Provide job sheets.
- I. Discuss job sheets.
- J. Give test and evaluate results.

II. Student:

- A. Read objective sheet.
- B. Participate in discussion of objective sheet.
- C. Read information sheet.
- D. Participate in discussion of information sheet.
- E. Participate in field trip.
- F. Read assignment sheet.
- G. Complete assignment sheet.
- H. Read job sheets.
- I. Complete job sheets.
- J. Take test.

INSTRUCTIONAL MATERIALS

I. Included in this unit:

  A. Objectives

  B. Information sheet

  C. Field trip

  D. Assignment sheet

    1. Assignment Sheet #1--Sources of Information Matrix

  E. Answers to assignment sheet

  F. Job sheets

    1. Job Sheet #1--Using Dictionaries

    2. Job Sheet #2--Using Guides for Reference Reading

  G. Answers to job sheets

  H. Test

  I. Answers to test

II. References:

  A. Books

    1. Bohle, Bruce. Home Book of American Quotations. New York: Dodd and Mead, n.d.

    2. Encyclopedia Britannica. Chicago: Encylcopedia Britannica, 1972.

    3. Gregg, John R. Gregg Shorthand Dictionary. 2nd ed. New York: McGraw-Hill Book Company, 1963.

    4. Leslie, Louis A. 20,000 Words. 6th ed. New York: McGraw-Hill Book Company, 1971.

    5. Levenson, L. L. Bartlett's Familiar Quotations. 13th ed. Chicago: Cowles Book Company, 1971.

    6. Roget, Peter M. Roget's International Thesaurus. New York: Crowell, 1962.

    7. Roget, Peter M. Thesaurus of English Words and Phrases. New York: St. Martin's Press, 1964.

8. Webster's New Collegiate Dictionary. 8th ed. Springfield, Massachusetts: G. and C. Merriam Company, 1974.

9. World Almanac and Book of Facts. New York: Press Publishing Company, n.d.

B. Additional references

1. Manuals

    a. Gavin, Ruth A. Reference Manual for Stenographers and Typists. 4th ed. New York: McGraw-Hill Book Company, 1970.

    b. House, Clifford R. Reference Manual for Office Personnel. 5th ed. Cincinnati: South-Western Publishing Co., 1970.

    c. Lessenberry, D. D. and others. Typewriting Style Manual. Cincinnati: South-Western Publishing Co., 1972.

2. Atlases

    a. Encyclopedia Britannica World Atlas. Chicago: Encyclopedia Britannica, 1972.

    b. Hammond's Library World Atlas. New York: C. S. Hammond & Co., 1972.

    c. Rand McNally Commercial Atlas and Marketing Guide. Chicago: Rand McNally Company.

3. Biographic references

    a. Webster's Biographical Dictionary. Springfield, Massachusetts: G. & C. Merriam Co.

    b. Who's Who. London: The MacMillan Company.

    c. Who's Who in America. Chicago: A. N. Marquis Company.

    d. Who's Who in American Art. 8th ed. New York: R. R. Bowker Co.

    e. Who's Who in Commerce and Industry. Chicago: A. N. Marquis Company.

    f. Who's Who in the South & Southwest. Chicago: A. N. Marquis Company.

    g. World Biography. New York.

4. Publication indexes
    a. Business Education Index. New York: The Business Education World.
    b. Business Periodical Index. New York: H. W. Wilson Company.
    c. New York Times Index. New York: Arno Press.
    d. The Reader's Guide to Periodical Literature.
5. Government information
    a. List of Chambers of Commerce of the United States. New York: Chamber of Commerce of New York.
    b. The Municipal Yearbook. Chicago: International City Managers Association, 1976.
6. Guides
    a. Ayer and Son's Directory, Newspapers and Periodicals. Philadelphia.
    b. Petroleum Facts and Figures. 1st ed. New York: American Petroleum Institute.
    c. Hotel & Motel Red Book. New York: American Hotel Association Directory Corporation, 1974.
    d. Official Airline Guide. North American edition.
7. Other references
    a. City directories
    b. Postal guides
    c. Telephone directories
    d. ZIP Code directory

14.0700

UNIT III

LOCATING AND UTILIZING STANDARD SOURCES OF INFORMATION

INFORMATION SHEET

I. Dictionaries

  A. English dictionaries

    1. The English dictionary is a source of information for definitions, spellings, and pronunciations.

    2. Other information which might be found in an English dictionary are syllabications, synonyms, and antonyms.

    3. Some English dictionaries contain an atlas or gazetteer, a list of colleges and universities, and a list of foreign words and phrases.

    4. Recommended dictionaries:

      a. Webster's New Collegiate Dictionary

      b. The Random House Dictionary of the English Language

      c. The American Heritage Dictionary of the English Language

      d. Funk and Wagnall's Standard College Dictionary

  B. Unabridged dictionaries

    1. The unabridged dictionary is referred to as the final authority when questions arise.

    2. Recommended dictionaries:

      a. Webster's New International Dictionary

      b. The Random House Dictionary of the English Language

  C. Special dictionaries dealing with medical, musical, engineering, legal, electronic, religious and other terms are available.

D. Synonym and antonym dictionaries

1. A collection of synonyms and antonyms

2. Recommended dictionaries:

a. Roget's International Thesaurus

b. Webster's New Dictionary of Synonyms

II. Directories

A. Telephone directories

1. An annual publication containing names, addresses, and telephone numbers of subscribers

2. The yellow pages are the classified section.

3. Telephone services information

a. Use of the telephone

b. List of branch exchanges

c. Telephone services

d. Long distance rates to surrounding communities and distant cities

4. City information

a. List of parks

b. Location of libraries

c. Traffic rules

d. Postal zones and rates

B. City directories

1. Provides information about all city residents.

2. Directory parts:

a. Names, addresses, and occupations of all persons residing in the community

b. Alphabetic list of the streets with the names of the persons residing at each street address

c. Map of the city

    d. Information about the city and its government

  3. Location: the public library

C. Congressional directories

  1. Gives names and biographical sketches of all Congressmen in Washington.

  2. Gives names and positions of important officials listed and official duties.

  3. Gives main departments of the government and special agencies and commissions.

  4. Lists committees, memberships, foreign diplomatic representatives, and U. S. representatives in foreign countries.

  5. Location: U. S. Government Printing Office

D. Business directories

  1. Business associations publish directories of companies that are members of the respective associations.

  2. Recommended directory:

    a. Croner's Reference Book of World Traders - a Croner Publication which contains the latest information on business and trade directories in the U. S. and foreign countries

E. Trade and professional association directories

  1. Trade and professional associations publish directories of members.

  2. Recommended directory:

    a. Encyclopedia of Association

F. Newspaper and periodical directories

  1. List of all newspapers and periodicals published in the U. S., the Dominion of Canada, Bermuda, and the Republics of Panama and the Phillippines

  2. Contains information such as: editor, publisher, when established, circulation, and subscription rates.

3. Recommended directory:

   a. Ayer's Directory of Newspapers and Periodicals

G. Social directories

1. Lists of socially prominent persons, information about their families, their addresses, their club affiliations, and frequently the names of the colleges attended by members of the family

2. Types - social registers, social directories, club lists, and blue books

III Shipping and postal guides

A. Postal Service Manuals

1. Recognized authority for complete information about government postal services

2. Order from Government Printing Office, Washington, D.C. 20402

3. Types

   a. Domestic post office services

   b. International post office services

   c. Internal operation of post offices

B. Directory of post offices - List of post offices arranged alphabetically by towns and cities within each state and by parcel-post zone

IV. Biographic references

A. Who's Who in America - An alphabetical list of notable living men and women in the U. S. which is published biennially

B. Who's Who - List which contains information that is published annually about outstanding men and women in the world

C. Who's Who in the South and Southwest

D. Who's Who in Commerce and Industry

E. Who's Who in American Education

F. Who's Who in Finance, Banking, and Insurance

G. Who's Who in Labor

V. Guides for reference reading

A. Reader's Guide to Periodical Literature

1. An index of selected magazines and articles cataloged under appropriate headings

2. Published semi-monthly, September to June, and monthly in July and August

B. Business Education Index

C. The New York Times Index - An index of materials published in The New York Times Magazine and The New York Times Newspaper

VI. Financial data

A. Moody's Investors Service of New York

1. Publishes a series of books that provide financial information about all large firms and organizations in the U. S., Canada, and foreign countries.

2. Shows balance sheets and other statements and provides a brief history of each company with the names of officers and directors.

B. Poor's Register of Directors and Executives of the United States and Canada

C. Reference Book of Dunn & Bradstreet, Inc. - Best known credit rating book

1. Credit ratings of commercial concerns, more particularly manufacturers, wholesalers, and retailers throughout the U. S.

2. Arranged alphabetically by states and by cities within the states.

3. After each name is credit rating and capital rating.

VII. Almanacs and yearbooks - Provide record of events and statistical information

A. Statistical Abstract of the United States

B. Statesman's Yearbook

C. New International Yearbook

VIII. Travel information

A. Official Airline Guide - Provides information relating only to scheduled air carrier services.

B. Hotel and Motel Red Book - Lists the members of the American Hotel and Motel Association.

IX. Libraries

A. Local Chamber of Commerce and professional organizations usually maintain libraries that are available to members.

B. Colleges and universities maintain libraries that may be consulted.

C. County or city libraries

X. Atlases

A. Encyclopedia Britannica World Atlas

1. Political-social maps, economic, soil, and climatic maps

2. A gazetteer index

B. Rand McNally Commercial Atlas and Marketing Guide

1. Highly detailed maps and indexes of the U. S. and other places

2. Marketing information on state, county, and city levels

3. Retail sales maps

XI. Quotations

A. Bartlett's Familiar Quotations - Collection of passages, verses, and proverbs traced to their sources in English and modern literature

B. Home Book of American Quotations

14.0700

UNIT III

LOCATING AND UTILIZING STANDARD SOURCES OF INFORMATION

ASSIGNMENT SHEET #1--SOURCES OF INFORMATION MATRIX

Directions: Check the appropriate box under sources of information to correspond with information needed column.

INFORMATION NEEDED	SOURCES OF INFORMATION										
	a	b	c	d	e	f	g	h	i	j	k
	WORLD ATLAS	WEBSTER'S SEVENTH COLLEGIATE DICTIONARY	ROGET'S THESAURUS	TELEPHONE DIRECTORY	POSTAL SERVICES MANUAL	WHO'S WHO IN AMERICA	WHO'S WHO	READER'S GUIDE	REFERENCE BOOK OF DUNN & BRADSTREET	OFFICIAL AIRLINE GUIDE	HOTEL AND MOTEL REDBOOK
1. Political-social maps, economic, soil and climatic maps											
2. George Washington											
3. an idea which you can use to find a word											
4. Queen Elizabeth											
5. Pronunciation of a word											
6. Different types of telephone calls											
7. Credit rating of Amoco Oil Company											
8. American Plan of the Holiday Inn of America											
9. Cost of first-class mail											
10. Information about a current world problem											
11. Flight time from New York to San Antonio											

14.0700

UNIT III

LOCATING AND UTILIZING STANDARD SOURCES OF INFORMATION

ANSWERS TO ASSIGNMENT SHEET

Assignment Sheet #1

1. a
2. f
3. c
4. g
5. b
6. d
7. i
8. k
9. e
10. h
11. j

14.0700

UNIT III

LOCATING AND UTILIZING STANDARD SOURCES OF INFORMATION

JOB SHEET #1--USING DICTIONARIES

I. Tools and equipment needed:

  A. Various dictionaries

  B. Handout

  C. Paper and pen

II. Procedures:

  A. Define the following words:

    1. Correspondence

    2. Deduction

    3. Endorsement

    4. Facsimile

    5. Microfiche

    (Be sure to use the correct source of information.)

  B. Check the spelling of the following words:

    1. Newmonia--An inflammation of one or more lobes of the lung

    2. Sarkoma--A tumor made up of connective tissue, muscle, or bone

    3. Laker--Any coating that dries by evaporation of the solvent

    4. Rosyn--Hard, amber-colored residue remaining after distilling volatile oil from pine pitch

5. Lightigaytion--Legal process; by judicial process

C. Find and write a synonym for each word listed.

1. Relation

2. Shortcoming

3. Eagerness

4. Meddle

5. Calmness

14.0700

UNIT III

LOCATING AND UTILIZING STANDARD SOURCES OF INFORMATION

JOB SHEET #2--USING GUIDES FOR REFERENCE READING

I. Tools and equipment needed:

   A. Paper and pen

   B. Typewriter and supplies

   C. Library reference books

II. Procedures:

At a library of your choice, look up articles in magazines on Careers in Stenography. The Reader's Guide to Periodical Literature and The Business Education Index are two good sources of information. Choose an article in the guide that sounds interesting; look up the magazine and then the article. Read the articles and write up a summary report. Type the report and be prepared to give it orally in class.

14.0700

UNIT III

LOCATING AND UTILIZING STANDARD SOURCES OF INFORMATION

ANSWERS TO JOB SHEETS

Job Sheet #1

A. 1. Correspondence--The agreement of things with one another; the letters exchanged

2. Deduction--An act of taking away or subtracting

3. Endorsement--Approval; the act of endorsing

4. Facsimile--An exact copy

5. Microfiche--A sheet of microfilm containing rows of microimages of pages of printed matter

B. 1. Pneumonia

2. Sarcoma

3. Lacquer

4. Rosin

5. Litigation

C. 1. Analogy

2. Default

3. Enthusiasm

4. Interfere

5. Placidity

Job Sheet #2

Evaluated to the satisfaction of the instructor.

14.0700

UNIT III

LOCATING AND UTILIZING STANDARD SOURCES OF INFORMATION

UNIT TEST

1. Match the names of the dictionaries with their types.

	Dictionaries		Types of Dictionaries
______	1. Funk and Wagnall's Standard College Dictionary	a.	English dictionary
______	2. Gregg Medical Shorthand Dictionary	b.	Unabridged dictionary
______	3. Webster's New Dictionary of Synonyms	c.	Special dictionary
______	4. Webster's New Collegiate Dictionary	d.	Synonym and antonym dictionary
______	5. Webster's New International Dictionary		
______	6. The Random House Dictionary of the English Language		
______	7. Roget's International Thesaurus		
______	8. The American Heritage Dictionary of the English Language		
______	9. Gregg Shorthand Dictionary		
______	10. Dictionary of Occupational Titles		

2. Check the type of directory in which the following specific information may be found.

Directories	1	2	3	4	5	6	7	8	9	10
a. Telephone										
b. City										
c. Congressional										
d. Business										

Directories	1	2	3	4	5	6	7	8	9	10
e. Trade and Professional										
f. Newspaper and Periodical										
g. Social										

Specific Information

1) Main departments of the government and special agencies and commissions

2) Directory of members of trade and professional associations

3) Map of the city

4) The city park

5) A socially prominent person

6) Postal zones and rates

7) Biographical sketch of Senator Lee

8) Jones Company - It is a member of the local business association.

9) Editor of The Daily Star, Akron, Ohio 71314

10) Traffic rules

3. Name and define the main shipping and postal guides to which a secretary might refer.

   a.

   b.

4. List five biographic references a secretary might refer to from time to time.

5. Name and describe two reference reading guides.

6. Identify sources of information that contain financial data.

   a. ______________________________ publishes a series of books that provide financial information about all large firms and organizations of the U.S., Canada, and foreign countries.

   b. ______________________________ is the best known credit rating book.

   c. ______________________________

      ______________ is a list of directors and executives of the U.S. and Canada.

7. Identify sources of information that contain records of events and statistical information by unscrambling the following letters.

   a. RYBOEKAO SMSSNTAEAT

   b. IBTARSAC AITSCTALSTI

   c. EOKYAORB AOREININTLTAN

8. Name and define two sources of travel information.

9. List the kinds of libraries which a secretary might need to consult.

   a.

   b.

   c.

10. Discuss information that is found in an atlas.

11. Name two books of quotations.

    a.

    b.

12. Demonstrate the ability to:

    a. Use dictionaries.

    b. Use guides for reference reading.

    (NOTE: If the skills have not been accomplished prior to the test, ask the instructor when they should be completed.)

14.0700

UNIT III

LOCATING AND UTILIZING STANDARD SOURCES OF INFORMATION

ANSWERS TO UNIT TEST

1. a 1.

c 2.

d 3.

a 4.

b 5.

a & b 6.

d 7.

a 8.

c 9.

c 10.

2.

	1	2	3	4	5	6	7	8	9	10
a				✓		✓				✓
b			✓							
c	✓						✓			
d								✓		
e		✓								
f									✓	
g					✓					

3. a. Postal Service Manual--A recognized authority for complete information about government postal services

   b. Directory of post offices--A list of post offices arranged alphabetically by towns and cities within each state and by parcel-post zones

4. (five of the following)
    - a. Who's Who in America
    - b. Who's Who
    - c. Who's Who in the South and Southwest
    - d. Who's Who in Commerce and Industry
    - e. Who's Who in American Education
    - f. Who's Who in Finance, Banking, and Insurance
    - g. Who's Who in Labor
5. a. Reader's Guide to Periodical Literature--An index of selected magazines and articles cataloged under appropriate headings
    - b. The New York Times Index--An index of materials published in The New York Times Magazine and The New York Times Newspaper
6. a. Moody's Investors Service of New York
    - b. Reference Book of Dunn & Bradstreet, Inc.
    - c. Poor's Register of Directors and Executives of the United States and Canada
7. a. Statesman's Yearbook
    - b. Statistical Abstract
    - c. International Yearbook
8. a. Official Airline Guide - A guide which provides information relating only to scheduled air carrier services
    - b. Hotel and Motel Red Book - A book which lists the members of the American Hotel and Motel Association
9. a. Local Chamber of Commerce and professional organization libraries
    - b. College or university libraries
    - c. City or county libraries
10. a. Political-social maps
    - b. Economic, soil, and climatic maps

- c. Gazetteer index
- d. Maps of U.S. and other countries
- e. Marketing information
- f. Retail sales maps

11. a. Bartlett's Familiar Quotations
    b. Home Book of American Quotations

12. Evaluated to the satisfaction of the instructor.

14.0700

UNIT IV

PLANNING AND ORGANIZING WORK ACTIVITIES

TERMINAL OBJECTIVE

After completing this unit, the student will be able to cite the essential elements involved in managing time by organizing, prioritizing, and arranging work schedules. This knowledge will be evidenced through demonstration and by successfully completing a unit test.

SPECIFIC OBJECTIVES

After completing this unit of instruction the student will be able to:

1. Match terms and definitions relating to planning and organizing work activities.
2. Cite three essential elements involved in managing time.
3. Write a paragraph describing five ways in which a work schedule should be appraised.
4. List factors to consider when organizing work according to priorities.
5. State the purpose of organizing a work area and list points to consider in arranging equipment and supplies.
6. Demonstrate the ability to:
    a. Prepare a time/work analysis sheet.
    b. Prioritize a work schedule.
    c. Design an efficient working arrangement for an office.

14.0700

UNIT IV

PLANNING AND ORGANIZING WORK ACTIVITIES

SUGGESTED ACTIVITIES

I. Instructor

   A. Provide objective sheet.

   B. Discuss objective sheet.

   C. Provide information sheet.

   D. Discuss information sheet.

   E. Prepare and present transparencies.

   F. Provide assignment sheets.

   G. Discuss assignment sheets.

   H. Secure guest speakers from a small office and a large specialized office.

   I. Prepare bulletin board on appropriate arrangement of office furniture and equipment.

   J. Secure a film which depicts efficient organization of work and management of time.

   K. Give test and evaluate results.

II. Student

   A. Read objective sheet.

   B. Participate in discussion of objective sheet.

   C. Read information sheet.

   D. Participate in discussion of information sheet.

   E. View transparencies.

   F. Read assignment sheets.

   G. Complete assignment sheets.

   H. Participate in discussion with guest speakers.

- I. Prepare a display for the bulletin board.
- J. View film.
- K. Take test.

INSTRUCTIONAL MATERIALS

I. Included in this unit:

- A. Objectives
- B. Information sheet
- C. Transparency masters
  - 1. IV-TM-1--Essential Elements of Managing Time
  - 2. IV-TM-2--Prioritizing Work
- D. Assignment sheets
  - 1. Assignment Sheet #1--Time/Work Analysis
  - 2. Assignment Sheet #2--Prioritizing Work
  - 3. Assignment Sheet #3--Designing a Small Office
  - 4. Assignment Sheet #4--Preparing a Bulletin Board
- E. Answers to assignment sheets
- F. Test
- G. Answers to test

II. References:

A. Archer, Fred C., Raymond F. Brecker, and Jeffrey R. Stewart. General Office Procedures. 4th ed. New York, New York: Gregg Division, McGraw-Hill Book Company, 1975.

B. Gregg, John Robert and others. Applied Secretarial Practice. 6th ed. New York, New York: Gregg Division, McGraw-Hill Book Company, 1968.

C. Hanna, J. Marshall, Estelle L. Popham, and Rita Sloan Tilton. Secretarial Procedures and Administration. 6th ed. Cincinnati, Ohio: South-Western Publishing Co., 1973.

D. Meehan, James R., William R. Pasewark, and Mary Ellen Oliverio. Clerical Office Procedures. 5th ed. Cincinnati, Ohio: South-Western Publishing Co., 1973.

E. Meehan, James R., Mary Ellen Oliverio, and William R. Pasewark. Secretarial Office Procedures. 8th ed. Cincinnati, Ohio: South-Western Publishing Co., 1972.

F. Woodward, Theodore, John A. Pendery, and Howard L. Newhouse. Secretarial Office Procedures. Cincinnati, Ohio: South-Western Publishing Co., 1972.

14.0700

UNIT IV

PLANNING AND ORGANIZING WORK ACTIVITIES

INFORMATION SHEET

I. Terms and definitions

A. Systematizing work--Involves the organization of work into logical sequences and patterns based upon time allotment and job demand.

B. Organizing work--Involves budgeting time to permit the most essential tasks to be completed with accuracy and the less essential tasks scheduled into the remaining time.

C. Priority task--Superior in rank of importance

D. Routine task--Usually of lesser importance; a commonplace or repetitious performance of an established business procedure

E. Time and motion study--A method of doing a job with the least amount of effort while gaining the greatest results in a shorter length of time

F. Working habits--Those habits developed by doing tasks repeatedly in the same manner

G. Personal efficiency--The end result or utilization of attitude, knowledge, skills, experience, judgment, human relations, positive supervision, and methodology.

II. Essential elements of managing time

A. Determine what has to be accomplished - Establish goals or specific objectives in terms of desired results.

B. Determine when the objectives must be completed.

1. Amount of time needed to do the job or each part of the job

2. Ascertain when it is best to move from one phase to another.

3. Establish starting and completion dates.

C. Determine how the objective will be completed.

1. Formulate a plan of action by identifying difficulties in scheduling.
    a. The time required
    b. Lack of "know-how" to complete tasks
    c. Pressure of other work
    d. Tendency toward inflexibility
2. Manage each day by setting aside a planning time for day's activities. (Preferably the first fifteen minutes each morning)
3. Allow flexibility in scheduling activities for emergencies, breakdowns, or demands from others.
4. Schedule activities to be achieved at least a week in advance.

III. Appraising the work schedule

A. Analyze duties over a period [illegible] time to determine advantageous utilization of [illegible].

B. Construct a time/work analysis sheet, recording how time is spent in relation to activities performed after answering the following questions.

1. At what time of the day is the best work done?
2. Which tasks are most enjoyed?
3. Which tasks are completed first?
4. What time of day are most mistakes made?
5. Are frequent work breaks needed?

C. Identify tasks that have high priority. (May be considered an emergency.)

D. Determine peak load time.

E. Identify idle time or slack time which should be utilized profitably.

IV. Organizing work according to priorities - Factors to consider

A. How soon is the material needed?

B. Are other people involved? If so, will my efforts be needed before they can proceed?

C. How much time is needed to complete the task?

D. Can activities be grouped in such a way that similar ones can be handled together?

E. Is employer consultation necessary in order to make decisions? Is the employer available for consultation?

V. Arranging a work area

A. Purpose - To assure maximum production and efficiency in operations through correct arrangement of equipment and supplies

B. Points to consider in arranging equipment and supplies

1. Keep working tools within arms' reach.

2. Arrange supplies so they can be gathered in one operation.

3. Arrange supplies in working area to eliminate wasted motion from the desk to supply area.

4. Maintain desk calendar for effective use of time.

ESSENTIAL ELEMENTS OF MANAGING TIME

DETERMINE:

1. What has to be accomplished
2. When objective has to be completed
3. How objective will be completed

PRIORITIZING WORK

1. When is product needed?
2. Are other people involved?
3. How much time is needed to complete the task?
4. Can activities be grouped?
5. Is employer consultation necessary to make decisions?

14.0700

UNIT IV

PLANNING AND ORGANIZING WORK ACTIVITIES

ASSIGNMENT SHEET #1--PREPARE A TIME/WORK ANALYSIS SHEET

Directions: Prepare time/work analysis sheet indicating tasks and time spent.

The easiest way to keep a record of how time is spent is to keep a written log of events. Since most desk calendars are too small for the breakdown that is needed, a secretary can design a time/work analysis sheet.

Using the handout as a guide, design a time/work analysis sheet and categorize the tasks from the following story in each major job category.

Gail, secretary to the executive vice-president of the Elmer's Candy Company, tries to keep a record of the things she does at work each day and the amount of time she spends on each. Unfortunately she hasn't been able to organize her record very well. Complete the time/work analysis sheet for her from the notes she has recorded below.

9:00- 9:15	Talked with co-workers on business
9:15-10:00	Filed purchasing orders
10:00	Mr. Jones, Davis Mfg., called
10:15	Boss' son called
10:30-11:00	Conference with boss
11:00	Boss' wife dropped in
11:15-12:00	Processing mail
1:15	Mrs. Magnitsky came by
1:30	Took four letters from boss in shorthand
1:45- 2:45	Typed four letters from shorthand notes
2:45	Salesman, Mr. Treve, came by
3:00	Wrote a thank-you letter for boss

3:15	Straight typing
3:30	Call boss' son for boss
3:45	Phoned Mr. Dow, branch office manager
4:00	Stamped 1000 envelopes
4:15	Mr. Brown called for an appointment on the following day
4:30	Conference with boss
4:45	Mrs. Wright called

ASSIGNMENT SHEET #1--continued

TIME/WORK ANALYSIS

Date and Day___________

	Processing Mail	Dictation	Transcription	Straight Typing	Drafting Material	Incoming Calls	Outgoing Calls	Visitors	Boss Conferences	Co-worker Conferences	Filing	Miscellaneous
9:00												
9:15												
9:30												
9:45												
10:00												
10:15												
10:30												
10:45												
11:00												
11:15												
11:30												
11:45												
12:00												
12:15												
12:30												
12:45												
1:00												
1:15												
1:30												
1:45												
2:00												
2:15												
2:30												
2:45												
3:00												
3:15												
3:30												
3:45												
4:00												
4:15												
4:30												
4:45												
TOTALS												

14.0700

UNIT IV

PLANNING AND ORGANIZING WORK ACTIVITIES

ASSIGNMENT SHEET #2--PRIORITIZING WORK

Directions: Assume you are Debra Jones, secretary to Mr. Ray Taylor. Listed below are items on your agenda for the day. Prioritize the work by listing them in their order of importance. This should be the order in which you would take care of each item. In addition to listing them, add any comments you might have.

THINGS TO DO TODAY 5/7

Change Mr. Taylor's 4:00 p.m. flight (5/7) to St. Louis via Delta Airlines to the next earlier flight.

Cancel Mr. Taylor's appointment (5/8) with Mr. Fitch, his dentist. He will reschedule an appointment at a later date.

Compose and type an interoffice memorandum announcing a new partner in the firm.

Arrange a taxi to pick Mr. Taylor up to take him to the airport.

Send out payment on carpet and installation cost of $4000.00. Last day to receive 10% discount!

Attend farewell party for Mrs. Rose Mott. (She is one of Mr. Taylor's partner's secretaries and she is leaving the firm.)

Compose and type letters to those clients whose monthly payments are past due.

Call Hotel Royale in St. Louis to confirm earlier room reservation.

14.0700

UNIT IV

PLANNING AND ORGANIZING WORK ACTIVITIES

ASSIGNMENT SHEET #3--DESIGNING A SMALL OFFICE

Directions: Design an efficient working arrangement for a secretary in a small office who (1) pays all accounts payable, (2) files all correspondence, (3) serves as receptionist, and (4) takes and transcribes dictation.

14.0700

UNIT IV

PLANNING AND ORGANIZING WORK ACTIVITIES

ASSIGNMENT SHEET #4--PREPARING A BULLETIN BOARD

Directions: Prepare an attractive bulletin board showing the different arrangements for office furniture and equipment.

14.0700

UNIT IV

PLANNING AND ORGANIZING WORK ACTIVITIES

ANSWERS TO ASSIGNMENT SHEETS

Assignment Sheet #1

TIME/WORK ANALYSIS

Date and Day____________

	Processing Mail	Dictation	Transcription	Straight Typing	Drafting Material	Incoming Calls	Outgoing Calls	Visitors	Boss Conferences	Co-worker Conferences	Filing	Miscellaneous
9:00										✓		
9:15											✓	
9:30											✓	
9:45											✓	
10:00						✓						
10:15						✓						
10:30									✓			
10:45									✓			
11:00								✓				
11:15	✓											
11:30	✓											
11:45	✓											
12:00												
12:15												
12:30												
12:45												
1:00												
1:15								✓				
1:30		✓										
1:45			✓									
2:00			✓									
2:15			✓									
2:30			✓									
2:45								✓				
3:00					✓							
3:15				✓								
3:30							✓					
3:45							✓					
4:00	✓											
4:15						✓						

	Processing Mail	Dictation	Transcription	Straight Typing	Drafting Material	Incoming Calls	Outgoing Calls	Visitors	Boss Conferences	Co-worker Conferences	Filing	Miscellaneous
4:30									✓			
4:45						✓						
TOTALS	60	15	60	15	15	60	30	45	45	15	45	00

Assignment Sheet #2

Evaluated to the satisfaction of the instructor.

Assignment Sheet #3

Evaluated to the satisfaction of the instructor.

Assignment Sheet #4

Evaluated to the satisfaction of the instructor.

14.0700

UNIT IV

PLANNING AND ORGANIZING WORK ACTIVITIES

UNIT TEST

1. Match terms related to planning and organizing work activities with correct definitions by placing the number of the correct definition on the blank to the left of the term.

_____ a. Systematizing work

_____ b. Organizing work

_____ c. Priority task

_____ d. Routine task

_____ e. Time and motion study

_____ f. Working habits

_____ g. Personal efficiency

1. A method of doing a job with the least amount of effort while getting the greatest results in a shorter length of time
2. Involves budgeting time to permit the most essential tasks to be completed with accuracy and the less essential tasks scheduled into the remaining time
3. The end result or utilization of attitude, knowledge, skills, experience, judgment, human relations, positive supervision, and methodology
4. Involves the organization of work into logical sequences and patterns based upon time allotment and job demand
5. Superior in rank of importance
6. Usually of lesser importance; a commonplace or repetitious performance of an established business procedure
7. Those habits developed by doing tasks repeatedly in the same manner

2. Cite three essential elements involved in managing time.

3. In brief paragraph form describe five ways in which a work schedule should be appraised.

4. List five factors to consider in organizing work according to priorities.

5. State the purpose of organizing a work area and list points to consider in arranging equipment and supplies.

6. Demonstrate the ability to:

   a. Prepare a time/work analysis sheet.

   b. Prioritize a work schedule.

   c. Design an efficient working arrangement for an office.

14.0700

UNIT IV

PLANNING AND ORGANIZING WORK ACTIVITIES

ANSWERS TO UNIT TEST

1. 4 a.

   2 b.

   5 c.

   6 d.

   1 e.

   7 f.

   3 g.

2. a. Determine what has to be accomplished.

   b. Determine when the objective must be completed.

   c. Determine how the objective will be completed.

3. There are several ways in which a work schedule should be appraised. First the duties should be analyzed to determine the most advantageous utilization of time. Then construct a time/work analysis sheet and identify tasks that have a high priority. Finally, peak loads and idle or slack time should be determined.

4. a. How soon is material needed?

   b. Are other people involved? Will my efforts be needed before others can proceed?

   c. How much time is needed to complete the task?

   d. Can activities be grouped so that similar ones can be handled together?

   e. Is employer consultation necessary in order to make decisions?

5. a. The purpose of arranging a work area is to assure maximum production and efficiency in operations through correct arrangement of equipment and supplies.

b. Points to consider in arranging equipment and supplies:

   (1) Keep working tools within arms' length.

   (2) Arrange supplies so they can be gathered in one operation.

   (3) Arrange supplies in working area to eliminate wasted motion.

   (4) Maintain desk calendar for effective use of time.

6. Evaluated to the satisfaction of the instructor.

14.0700

UNIT V

PERFORMING PERSONNEL ACTIVITIES FOLLOWING COMPANY PROCEDURE

TERMINAL OBJECTIVE

After completing this unit, the student will be able to perform personnel activities such as writing job descriptions, recruiting workers, screening applicants, introducing new workers to the company, handling friction, and evaluating employees. This knowledge will be evidenced through demonstration and by successfully completing a unit test.

SPECIFIC OBJECTIVES

After completing this unit of instruction, the student will be able to:

1. Define the terms associated with personnel activities.
2. Name three factors to be included in a job description.
3. List four means of recruiting workers for a company.
4. List eight points to consider in screening job applicants.
5. Write a paragraph discussing the points to consider in selecting new employees.
6. List eight ways to introduce a new employee to the work assignment.
7. Discuss in writing the need for and use of company policies.
8. Describe ways of handling friction between employees.
9. Write a paragraph describing:
    - a. Criteria used in evaluation.
    - b. The procedures used in evaluating the work of employees.
    - c. Effective criticism techniques.

    d. Three determinants of employee satisfaction.

10. Demonstrate the ability to:

    a. Identify terms used in personnel work.

    b. Analyze problems in employment and pose solutions.

    c. Design a newspaper advertisement for a job opening.

14.0700

UNIT V

PERFORMING PERSONNEL ACTIVITIES FOLLOWING COMPANY PROCEDURE

SUGGESTED ACTIVITIES

I. Instructor:

  A. Provide objective sheet.
  B. Discuss objective sheet.
  C. Provide information sheet.
  D. Discuss information sheet.
  E. Secure guest speaker.
  F. Plan field trip.
  G. Provide assignment sheets.
  H. Discuss assignment sheets.
  I. Provide job sheet.
  J. Discuss job sheet.
  K. Give test and evaluate the results.

II. Student:

  A. Read objective sheet.
  B. Participate in discussion of objective sheet.
  C. Read information sheet.
  D. Participate in discussion of information sheet.
  E. Attend guest lecture.
  F. Participate in field trip.
  G. Read assignment sheets.
  H. Complete assignment sheets.
  I. Read job sheet.

J. Complete job sheet.

K. Take test.

INSTRUCTIONAL MATERIALS

I. Included in this unit:

A. Objectives

B. Information sheet

C. Guest speaker

D. Assignment sheets

1. Assignment Sheet #1--Crossword Puzzle

2. Assignment Sheet #2--A Problem Within a Company

E. Answers to assignment sheets

F. Job sheet

1. Job Sheet #1--Prepare Newspaper Job Opening Ad

G. Answers to job sheet

H. Test

I. Answers to test

II. References:

A. Books

1. Bittel, Lester R. Improving Supervising Performance. New York: McGraw-Hill Book Company, 1976.

2. Boyd, Bradford B. Management Minded Supervision. 2nd ed. New York: McGraw-Hill Book Company, 1976.

3. Laird, Donald A. and others. Psychology Human Relations and Motivation. 5th ed. New York: McGraw-Hill Book Company, 1975.

4. Meehan, James and others. Secretarial Office Procedures. 8th ed. Cincinnati: South-Western Publishing Co., 1972.

5. Russon, Allien R. Personality Development for Business. 4th ed. Cincinnati: South-Western Publishing Co., 1973.

B. Miscellaneous Aids

1. Speaker

2. Field trip

14.0700

UNIT V

PERFORMING PERSONNEL ACTIVITIES FOLLOWING COMPANY PROCEDURE

INFORMATION SHEET

I. Terms and definitions

   A. Job description--Scope of duties for a particular job

   B. Small office--Business routine handled by one girl or a few people in the office

   C. Large office--Business routines handled by specialized departments

   D. Line organization--Straight line of authority and responsibility from the president of the company down; major business operations controlled by one central office and are not grouped by function but by product and territorial groupings.

   E. Line and staff organization--Business operations are grouped by product; each major area has its own head who is responsible for all work of that nature in the company.

II. Job description factors

   A. Abilities, experience, and training needed to do the job

   B. Personal and physical characteristics needed on the job

   C. Office operations to be performed

III. Recruiting new employees

   A. Prepare a complete job description.

   B. Determine the education, experience, and skills required for the position.

   C. Post openings in company to promote advancement within the company.

   D. Prepare an advertisement and include a brief job description, the work experience and skills required, and salary.

IV. Screening applicants

A. Have applicant complete application form.

B. Administer employment test.

C. Prepare file folder for applicant.

D. Schedule appointment for interview.

E. Complete interview.

F. Mail letters to references.

G. Follow-up on references for employer.

H. Schedule physical examination if necessary.

V. Points to consider in selecting new employees

A. Does the potential employee exhibit the following traits during the interview:

1. A favorable first impression?

2. A neat, attractive, personal appearance?

3. Initiative during conversation?

4. Ability to express personal thoughts and feelings?

5. Knowledge and training sufficient to be versatile on the job?

6. A pleasing personality?

7. Ability to get along with other employees?

8. Poise and mannerisms commensurate with job requirements?

9. Maturity to assume responsibility?

B. Does the potential employee have an understanding of the job requirements?

C. Does the potential employee have the aptitude, ability, temperament, physical strength, emotional stability, and willingness to meet job requirements?

VI. Introducing a new employee to work assignment

A. Assign someone to welcome the worker and make introductions to colleagues.

B. Show the worker the work area.

C. Assign someone to take new employee to lunch.

D. Give the new worker a history of the organization.

E. Provide new employee with a company manual, if available.

F. Allow time for previous position-holder to train the new employee, if possible.

G. Provide the new employee with necessary on-the-job training.

H. Provide the employee with objectives and a sense of direction.

VII. Company policies

A. General rules, regulations, and information that affect all employees

1. In a small office company, policies will be related to the employee through an informal means of communication.

a. General policies

b. Established hours

c. Volume of work known

d. Flexible time schedule

2. In a large office company, policies will be defined in a company manual and will include the company organization and office relationships.

B. Reason for company policies - to maintain fair standards

VIII. Handling friction between employees (grievances)

A. Be available.

B. Be a good listener.

C. Keep lines of communication open to facilitate human interaction.

D. Utilize the following steps to analyze problems:

1. Determine exact problem and write it down.

2. Gather all of the facts.

3. Develop alternative solutions.

4. Examine the advantages and disadvantages of each possible solution.

5. Select the best solution and present to executive.

IX. Criteria, procedures, and techniques used in evaluating employee's work

A. Criteria used in evaluation

1. Knowledge of company policies

2. Knowledge of job requirements

3. Method of planning and systemizing work

4. Initiative demonstrated

5. Responsibility assumed

6. Positive attitude displayed

7. Professional growth shown

8. Production

B. Procedure used in evaluating

1. Assess employee's job performance.

a. Be familiar with work.

b. Use job performance criteria.

c. Allow for individual differences in performing skills.

d. Consider accuracy, neatness, quantity, and quality maintained in production.

e. Adhere to fair standards while rating.

2. Communicate evaluation to employee. - Discuss evaluation in private.

C. Effective criticism techniques

1. Discuss the work and not the worker.

2. Comment on each factor being rated.

D. Determine employee satisfaction.

  1. Questionnaire

  2. Suggestion box

  3. Worksheet asking for completion of a sentence, such as "My work (is, is not) fulfilling because . . . "

14.0700

UNIT V

PERFORMING PERSONNEL ACTIVITIES FOLLOWING COMPANY PROCEDURE

ASSIGNMENT SHEET #1--CROSSWORD PUZZLE

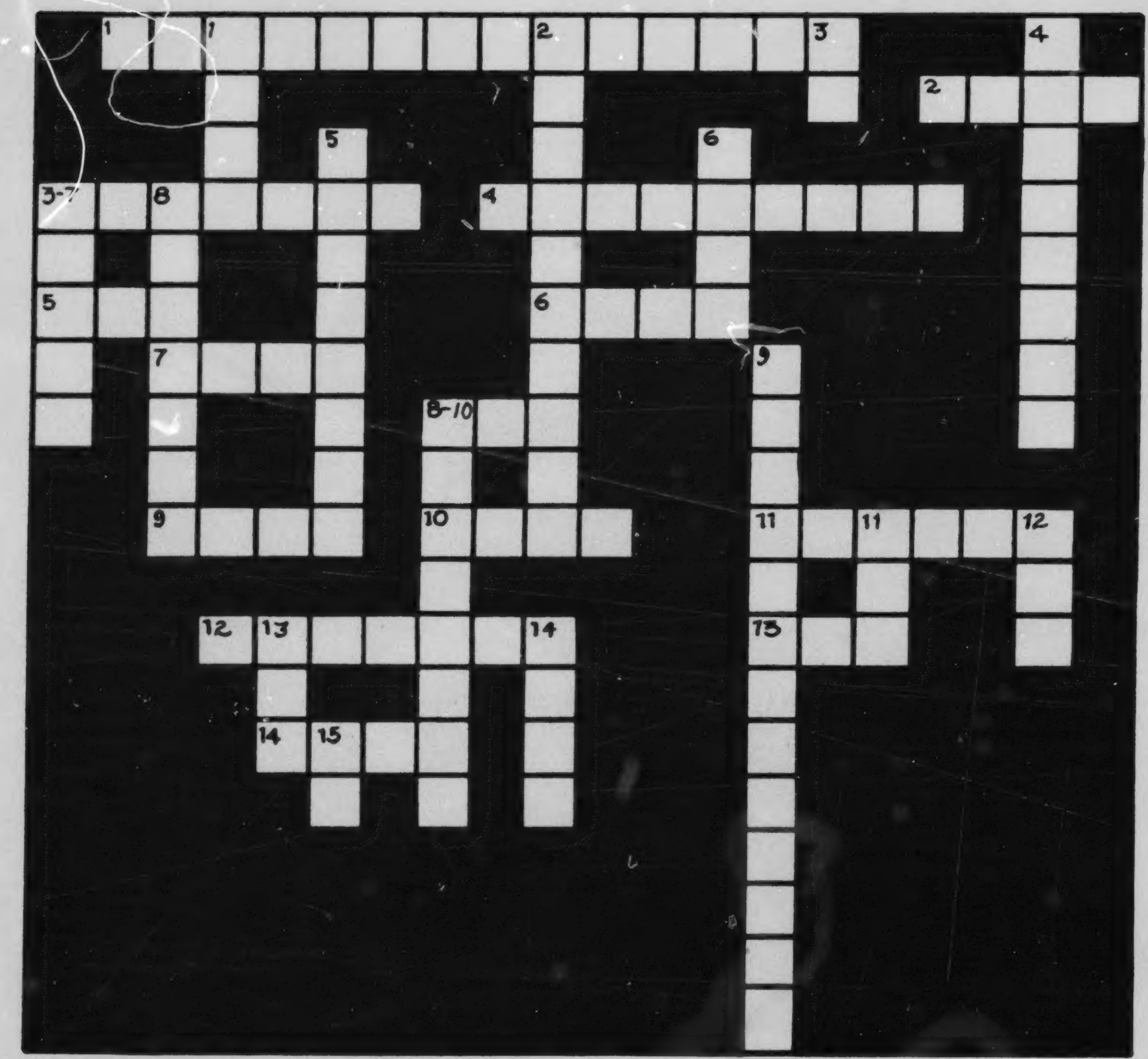
Directions: Complete the crossword puzzle by putting the correct answer in the spaces provided.

DOWN

1. Vehicle for riding on water ________________________
2. In evaluating an applicant, consider the first and final ___________________.
3. Should effective criticism be of the worker and the work? ___________________
4. To assess an employee's job performance, one must have a set of job performance _____________________.
5. Many times personnel must handle ______________ between employees.
6. A small office may have flexible ____________ schedules.
7. To most females a typewriter is a ____________ object to lift.
8. In a large office business routines are handled by ________________ departments.
9. Lines of _________________ must be kept open in order to facilitate human interaction.
10. Company ______________ include general rules, regulations, and information that affect all employees.
11. Do _____________ strike over typing errors.
12. To allow something is to _____________ it happen.
13. Joe and Mary ____________ supper together often.
14. The opposite of hate is ______________.
15. The opposite of out is ____________.

ACROSS

1. Scope of duties for a particular job: ______________
2. In criticizing techniques, discuss the _________, not the worker.
3. A new employee should always be given a broad background of the _______________ of the company.
4. Openly praise good work, but ___________ in private.
5. An English alcoholic beverage: _____________
6. Alike, similar: ______________
7. Article of clothing one wears when it is cold: ________
8. Abbreviation for pounds per square inch: ___________
9. To borrow money from a bank is to make a ___________.
10. A _____________ organization is where authority and responsibility go from the president of the company down.
11. In introducing a new worker, he should be given a company _______________.
12. Four points in screening new employees are: the application, the employment test, the letters of reference, and the _______________ exam.
13. Do ___________ criticize employees in front of other people.
14. Being on _________ is always a good habit to keep.


3-7
8-10

14.0700

UNIT V

PERFORMING PERSONNEL ACTIVITIES FOLLOWING COMPANY PROCEDURE

ASSIGNMENT SHEET #2--A PROBLEM WITHIN THE COMPANY

Directions: Assume you are the personnel department head. Make up a hypothetical problem and utilize the steps given to analyze problems. The facts, solutions, advantages, and disadvantages may be designed to fit the problem.

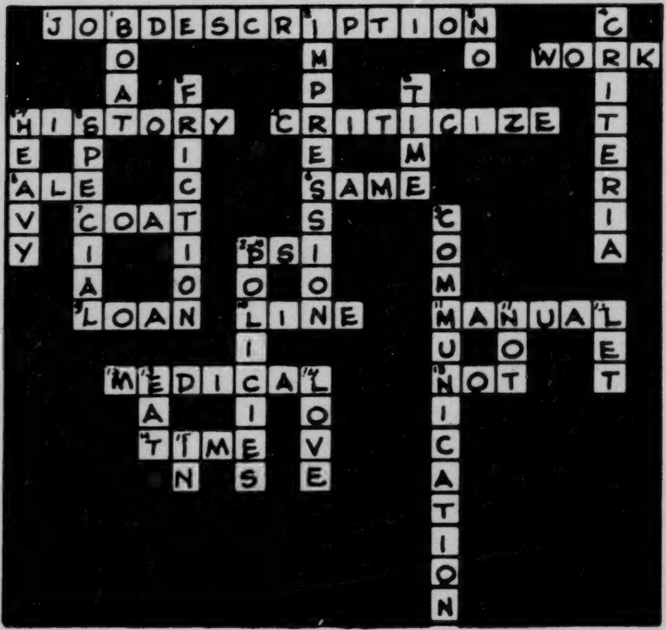
14.0700

UNIT V

PERFORMING PERSONNEL ACTIVITIES FOLLOWING COMPANY PROCEDURE

ANSWERS TO ASSIGNMENT SHEETS

Assignment Sheet #1



DOWN

1. Boat
2. Impression
3. No
4. Criteria
5. Friction
6. Time
7. Heavy
8. Special
9. Policies
10. Not
11. Let
12. Eat
13. Love
14. In

ACROSS

1. Job Description
2. Work
3. History
4. Criticize
5. Ale

6. Same
7. Coat
8. Psi
9. Loan
10. Line
11. Manual
12. Medical
13. Not
14. Time

Assignment Sheet #2

Evaluated to the satisfaction of the instructor.

14.0700

UNIT V

PERFORMING PERSONNEL ACTIVITIES FOLLOWING COMPANY PROCEDURE

JOB SHEET #1--PREPARE NEWSPAPER JOB OPENING AD

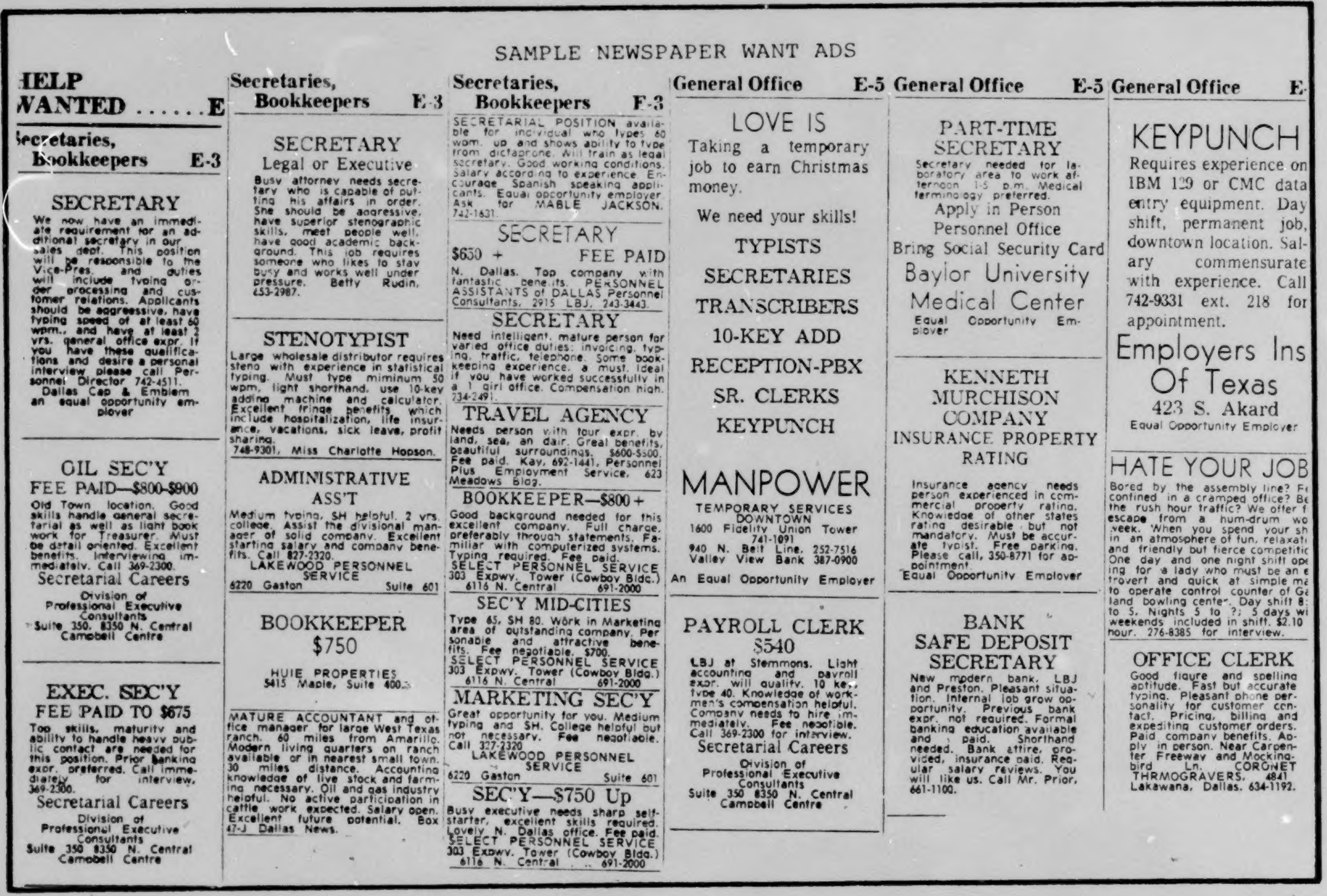
I. Tools and equipment needed:

- A. Typewriter and supplies
- B. Paper and pen
- C. Newspaper "Want Ads"

II. Procedures:

Design a newspaper advertisement for any opening at the company of your choice. Type it up in a form similar to ones shown in newspapers.

As each student completes this job, compile the advertisements on a bulletin board designed as the "Want Ads" section of a newspaper.



SAMPLE NEWSPAPER WANT ADS

IELP WANTED ......E

ecretaries, Bookkeepers E-3

SECRETARY

We now have an immediate requirement for an additional secretary in our sales dept. This position will be responsible to the Vice-Pres. and duties will include typing order processing and customer relations. Applicants should be aggressive, have typing speed of at least 60 wpm., and have at least 2 yrs. general office expr. If you have these qualifications and desire a personal interview please call Personnel Director 742-4511.

Dallas Cap & Emblem
an equal opportunity employer

OIL SEC'Y
FEE PAID—$800-$900

Old Town location. Good skills handle general secretarial as well as light book work for Treasurer. Must be detail oriented. Excellent benefits. Interviewing immediately. Call 369-2300.

Secretarial Careers
Division of
Professional Executive
Consultants
Suite 350, 8350 N. Central
Campbell Centre

EXEC. SEC'Y
FEE PAID TO $675

Top skills, maturity and ability to handle heavy public contact are needed for this position. Prior banking expr. preferred. Call immediately for interview, 369-2300.

Secretarial Careers
Division of
Professional Executive
Consultants
Suite 350 8350 N. Central
Campbell Centre

Secretaries, Bookkeepers E-3

SECRETARY
Legal or Executive

Busy attorney needs secretary who is capable of putting his affairs in order. She should be aggressive, have superior stenographic skills, meet people well, have good academic background. This job requires someone who likes to stay busy and works well under pressure. Betty Rudin, 653-2987.

STENOTYPIST

Large wholesale distributor requires steno with experience in statistical typing. Must type miminum 50 wpm, light shorthand, use 10-key adding machine and calculator. Excellent fringe benefits which include hospitalization, life insurance, vacations, sick leave, profit sharing.
748-9301, Miss Charlotte Hopson.

ADMINISTRATIVE ASS'T

Medium typing, SH helpful. 2 yrs. college. Assist the divisional manager of solid company. Excellent starting salary and company benefits. Call 827-2320.

LAKEWOOD PERSONNEL
SERVICE
6220 Gaston Suite 601

BOOKKEEPER
$750

HUIE PROPERTIES
5415 Maple, Suite 400

MATURE ACCOUNTANT and office manager for large West Texas ranch. 60 miles from Amarillo. Modern living quarters on ranch available or in nearest small town. 30 miles distance. Accounting knowledge of live stock and farming necessary. Oil and gas industry helpful. No active participation in cattle work expected. Salary open. Excellent future potential. Box 47-J Dallas News.

Secretaries, Bookkeepers F-3

SECRETARIAL POSITION available for individual who types 60 wpm. up and shows ability to type from dictaphone. Will train as legal secretary. Good working conditions. Salary according to experience. Encourage Spanish speaking applicants. Equal opportunity employer. Ask for MABLE JACKSON. 742-1631.

SECRETARY

$650 + FEE PAID

N. Dallas. Top company with fantastic benefits. PERSONNEL ASSISTANTS of DALLAS Personnel Consultants, 2915 LBJ, 243-3443.

SECRETARY

Need intelligent, mature person for varied office duties: invoicing, typing, traffic, telephone. Some bookkeeping experience, a must. Ideal if you have worked successfully in a 1 girl office. Compensation high. 234-2491.

TRAVEL AGENCY

Needs person with tour expr. by land, sea, an dair. Great benefits, beautiful surroundings. $600-$500. Fee paid. Kay, 692-1441, Personnel Plus Employment Service, 623 Meadows Bldg.

BOOKKEEPER—$800 +

Good background needed for this excellent company. Full charge, preferably through statements. Familiar with computerized systems. Typing required. Fee paid.

SELECT PERSONNEL SERVICE
303 Expwy. Tower (Cowboy Bldg.)
6116 N. Central 691-2000

SEC'Y MID-CITIES

Type 65, SH 80. Work in Marketing area of outstanding company. Personable and attractive benefits. Fee negotiable. $700.

SELECT PERSONNEL SERVICE
303 Expwy. Tower (Cowboy Bldg.)
6116 N. Central 691-2000

MARKETING SEC'Y

Great opportunity for you. Medium typing and SH. College helpful but not necessary. Fee negotiable. Call 327-2320

LAKEWOOD PERSONNEL
SERVICE
6220 Gaston Suite 601

SEC'Y—$750 Up

Busy executive needs sharp self-starter, excellent skills required. Lovely N. Dallas office. Fee paid.

SELECT PERSONNEL SERVICE
303 Expwy. Tower (Cowboy Bldg.)
6116 N. Central .. 691-2000

General Office E-5

LOVE IS

Taking a temporary job to earn Christmas money.

We need your skills!

TYPISTS
SECRETARIES
TRANSCRIBERS
10-KEY ADD
RECEPTION-PBX
SR. CLERKS
KEYPUNCH

MANPOWER

TEMPORARY SERVICES
DOWNTOWN
1600 Fidelity Union Tower
741-1091
940 N. Belt Line, 252-7516
Valley View Bank 387-0900

An Equal Opportunity Employer

PAYROLL CLERK
$540

LBJ at Stemmons. Light accounting and payroll expr. will qualify. 10 key, type 40. Knowledge of workmen's compensation helpful. Company needs to hire immediately. Fee negotible. Call 369-2300 for interview.

Secretarial Careers
Division of
Professional Executive
Consultants
Suite 350 8350 N. Central
Campbell Centre

General Office E-5

PART-TIME SECRETARY

Secretary needed for laboratory area to work afternoon 1-5 p.m. Medical terminology preferred.

Apply in Person
Personnel Office
Bring Social Security Card

Baylor University
Medical Center
Equal Opportunity Employer

KENNETH MURCHISON COMPANY
INSURANCE PROPERTY RATING

Insurance agency needs person experienced in commercial property rating. Knowledge of other states rating desirable but not mandatory. Must be accurate typist. Free parking. Please call, 350-8771 for appointment.

Equal Opportunity Employer

BANK SAFE DEPOSIT SECRETARY

New modern bank, LBJ and Preston. Pleasant situation. Internal job grow opportunity. Previous bank expr. not required. Formal banking education available and paid. Shorthand needed. Bank attire, provided, insurance paid. Regular salary reviews. You will like us. Call Mr. Prior, 661-1100.

General Office E

KEYPUNCH

Requires experience on IBM 129 or CMC data entry equipment. Day shift, permanent job, downtown location. Salary commensurate with experience. Call 742-9331 ext. 218 for appointment.

Employers Ins
Of Texas
423 S. Akard
Equal Opportunity Employer

HATE YOUR JOB

Bored by the assembly line? Fe
confined in a cramped office? Be
the rush hour traffic? We offer f
escape from a hum-drum wo
week. When you spend your sh
in an atmosphere of fun, relaxati
and friendly but fierce competitic
One day and one night shift ope
ing for a lady who must be an e
trovert and quick at simple ma
to operate control counter of Ga
land bowling center. Day shift 8:
to 5. Nights 5 to ?; 5 days wi
weekends included in shift. $2.10
hour. 276-8385 for interview.

OFFICE CLERK

Good figure and spelling aptitude. Fast but accurate typing. Pleasant phone personality for customer contact. Pricing, billing and expediting customer orders. Paid company benefits. Apply in person. Near Carpenter Freeway and Mockingbird Ln. CORONET THRMOGRAVERS, 4841 Lakawana, Dallas. 634-1192.

14.0700

V-151

14.0700

UNIT V

PERFORMING PERSONNEL ACTIVITIES FOLLOWING COMPANY PROCEDURE

ANSWERS TO JOB SHEET

Job Sheet #1

Evaluated to the satisfaction of the instructor.

14.0700

UNIT V

PERFORMING PERSONNEL ACTIVITIES FOLLOWING COMPANY PROCEDURE

UNIT TEST

1. Define the following terms:

   a. Job description

   b. Small office

   c. Large office

   d. Line organization

   e. Line and staff organization

2. Name three factors to be included in a job description.

   a.

   b.

   c.

3. List four means of recruiting workers for a company.

   a.

b.

c.

d.

4. List eight points to consider in screening job applicants.

   a.
   b.
   c.
   d.
   e.
   f.
   g.
   h.

5. Write a paragraph discussing the points to consider in selecting new employees.

6. List eight ways to introduce a new employee to the work assignment.

   a.

   b.

   c.

   d.

   e.

   f.

   g.

   h.

7. Discuss in writing the need for and use of company policies.

8. Describe possible ways of handling friction between employees.

9. Write a paragraph discussing:
    a. Criteria used in evaluation.
    b. Procedures used in evaluating the work of employees.
    c. Effective criticism techniques.
    d. Three determinants of employee satisfaction.

10. Demonstrate the ability to:

    a. Identify terms used in personnel work.

    b. Analyze problems in employment and pose solutions.

    c. Design a newspaper advertisement for a job opening.

    (NOTE: If these skills have not been accomplished prior to the test, ask the instructor when they should be completed.)

14.0700

UNIT V

PERFORMING PERSONNEL ACTIVITIES FOLLOWING COMPANY PROCEDURE

ANSWERS TO UNIT TEST

1. a. Scope of the duties for a particular job

   b. Business routine handled by one girl or a few people in the office

   c. Business routine handled by specialized departments

   d. Straight line of authority and responsibility from the president of the company down; major business operations controlled by one central office and are not grouped by function but by product and territorial groupings.

   e. Business operations are grouped by product; each major area has its own head who is responsible for all work of that nature in the company.

2. a. Abilities, experience, and training necessary

   b. Personal and physical characteristics

   c. Office operations to be performed

3. a. Prepare a complete job description.

   b. Determine the education, experience, and skills required for the position.

   c. Post openings in company to promote advancement within the company.

   d. Prepare an advertisement and include a brief job description, the work experience and skills required, and salary.

4. a. Have applicant complete application form.

   b. Administer employment test.

   c. Prepare file folder for applicant.

   d. Schedule appointment for interview.

   e. Complete interview.

f. Mail letters to references.

g. Follow-up on references for employer.

h. Schedule physical examination.

5. When selecting a new employee, several points are important to consider. First, does the potential employee exhibit the following traits during the interview: 1) a favorable first impression, 2) a neat, attractive personal appearance, 3) initiative, 4) ability to express personal thoughts and feelings, 5) knowledge and training sufficient to be versatile on the job, 6) a pleasing personality, 7) ability to get along with others, 8) poise and mannerisms commensurate with job requirements, 9) maturity to assume responsibility? Another important consideration is does the potential employee have an understanding of the job requirements? A third consideration is does the potential employee have the aptitude, ability, temperament, physical strength, emotional stability, and willingness to meet the job requirements?

6. a. Assign someone to welcome the worker and make introductions to colleagues.

b. Show the worker the work area.

c. Assign someone to take new employee to lunch.

d. Give the new worker a history of the organization.

e. Provide new employee with company manual, if available.

f. Allow time for previous position-holder to train the new employee, if possible.

g. Provide new employee with any necessary on-the-job training.

h. Provide the employee with objectives and a sense of direction.

7. Company policies include rules, regulations, and information that affect all employees. They should always be explained so that employees understand the reasons behind them in maintaining fair standards. In the small office, policies will be related to the employee through an informal means of communication. In a large office, company policies will be defined in a company manual and will include the company organization and office relationships. The reason for company policies is to maintain fair standards.

8. a. Be available.

b. Be a good listener.

c. Keep lines of communication open to facilitate human interaction.

d. Determine the problem.

e. Gather the facts.

f. Develop solutions.

g. Examine advantages and disadvantages.

h. Select best solution.

9. a. In evaluating employee's work, certain criteria should be considered. The employee should be knowledgeable of company procedures, job requirements, and methods of planning and systemizing work. The employee should display initiative and a positive attitude. Through assuming responsibility, professional growth should be evident.

b. In evaluating the work of employees, certain procedures should be followed. First, assess the employees' job performance. Be sure to: be familiar with the work, use job performance criteria, allow for individual differences, consider accuracy, neatness, quantity, and quality maintained in production, and adhere to fair standards while rating. Always communicate the evaluation to the employee and discuss it in private.

c. In criticizing, always discuss the work, not the worker, and comment on each factor being rated.

d. The three determinants of employee satisfaction are the questionnaire, the suggestion box, and the worksheet asking for completion of a sentence, such as "My work (is, is not) fulfilling because. . ."

10. Evaluated to the satisfaction of the instructor.

14.0700

UNIT VI

MAINTAINING EMPLOYERS' PERSONAL RECORDS

TERMINAL OBJECTIVE

After completing this unit, the student will be able to define terms associated with checking accounts, stock market trading, and stocks and bonds; explain secretaries' responsibility to employers' checking and investment and insurance records; and list the deduction records which should be kept in tax files. This knowledge will be evidenced through demonstration and by successfully completing a unit test.

SPECIFIC OBJECTIVES

After completing this unit of instruction, the student will be able to:

1. Define terms associated with checking accounts.
2. Designate points to inspect before accepting checks.
3. Identify true statements concerning the procedures used in depositing funds.
4. State procedure for paying bills by check.
5. Stipulate the four steps involved in maintaining a checkbook.
6. Place in sequence the steps involved in reconciling a checkbook.
7. State the reason a secretary should be familiar with investment transactions.
8. Match terms with definitions used in making investments.
9. List five stock exchanges.
10. Identify three sources for obtaining stock market information.
11. Cite a secretary's responsibility for securities.
12. State the purpose for keeping investment property records.

13. Identify procedures used in recording and protecting personal property records.

14. Write a statement relating the secretary's responsibilities for maintaining insurance records.

15. Identify components of income tax files.

16. Determine whether records should be filed in taxable income or tax-deductible files.

17. State the precautions to observe in completing the employer's income tax return.

14.0700

UNIT VI

MAINTAINING EMPLOYERS' PERSONAL RECORDS

SUGGESTED ACTIVITIES

I. Instructor:

- A. Provide objective sheet.
- B. Discuss objective sheet.
- C. Provide information sheet.
- D. Discuss information sheet.
- E. Prepare and discuss transparencies.
- F. Plan field trip.
    - 1. Bank
    - 2. Stock exchange
- G. Have guest speaker.
- H. Provide assignment sheets.
- I. Discuss assignment sheets.
- J. Assign additional reading.
- K. Assign bulletin board display responsibilities.
- L. Give unit test and evaluate results.

II. Student:

- A. Read objective sheet.
- B. Participate in discussion of objective sheet.
- C. Read information sheet.
- D. Participate in discussion of information sheet.
- E. View transparencies.
- F. Participate in field trip.

G. Participate in discussion with guest speaker.

H. Read assignment sheets.

I. Complete assignment sheets.

J. Complete additional reading.

K. Complete bulletin board assignment.

L. Take test.

INSTRUCTIONAL MATERIALS

I. Included in this unit:

- A. Objectives
- B. Information sheet
- C. Transparency masters
    - 1. VI-TM-1--Check, Stub, and Endorsements
    - 2. VI-TM-2--Deposit Ticket
    - 3. VI-TM-3--Bank Statement
    - 4. VI-TM-4--Reconciliation of Bank Statement
- D. Assignment sheets
    - 1. Assignment Sheet #1--Completing a Deposit Slip
    - 2. Assignment Sheet #2--Income Tax
    - 3. Assignment Sheet #3--Charting Stock
    - 4. Assignment Sheet #4--Reconciliation of Bank Statement
- E. Answers to assignment sheets
- F. Test
- G. Answers to test

II. References:

- A. Anderson, Ruth I. and others. The Administrative Secretary. 2nd ed. New York: McGraw-Hill Book Company, 1976.

B. Fries, Albert C. and others. Applied Secretarial Practice. 6th ed. New York: McGraw-Hill Book Company, 1968.

C. Hanna, J. Marshall and others. Secretarial Procedures and Administration. 6th ed. Cincinnati: South-Western Publishing Co., 1973.

D. Meehan, James R. and others. Secretarial Office Procedures. 8th ed. Cincinnati: South-Western Publishing Co., 1972.

E. Your Federal Income Tax. Internal Revenue Service.

F. Employer's Tax Guide (Circular E). Internal Revenue Service.

14.0700

UNIT VI

MAINTAINING EMPLOYERS' PERSONAL RECORDS

INFORMATION SHEET - SECTION I

HANDLING THE EMPLOYER'S CHECKING ACCOUNT

I. Definition of terms

  A. Endorsement--Signature on back of check

  B. Service Charge--Charge made by the bank for handling checking account

  C. Certified--A regular depositor's check that is guaranteed by the bank on which it is drawn

  D. Bank Draft--A check written by the bank on its account in another bank located in the same city or in another city

  E. Bank Money Order--Similar to money orders issued by the post office

  F. Reconcile--Resolve differences

II. Accepting checks

  A. Examine for:

    1. Date - current; not postdated

    2. Amount - correct payment

    3. Figures - figures agree with written amount

    4. Endorsement

      a. Proper signature

      b. Blank endorsement - check payable to any holder

      c. Full endorsement - transfers check to specific person and only that person can cash it.

      d. Restricted endorsement - limits use of check

III. Depositing funds

   A. Record information needed for accounting records on receipt form prior to deposit.

   B. Prepare coins and bills for deposit.

      1. Use coin and bill wrappers for larger amounts. (Record the amount of money on wrapper.)

      2. Extra coins should be placed in a sealed, labeled envelope.

      3. Bills should be stacked face up according to denomination with largest on top and lowest on bottom.

      4. Torn bills should be mended with transparent tape.

      5. Total amount of currency should be listed on the appropriate line of the deposit slip.

   C. Checks

      1. Correctly endorsed

      2. All checks on given bank grouped together

   D. Interest coupons

      1. Interest coupons from government bonds and municipal bonds are treated as cash.

         a. Require no endorsement

         b. Deposit one week before due date on each coupon.

   E. Traveler's checks - deposited as cash items

   F. Bank drafts, money orders - endorsed and deposited as checks

   G. Mail deposits - banks supply bank-by-mail envelopes.

IV. Paying bills by check

   A. Verify items and check computations on bills.

   B. Fill in check stub.

   C. Make out check.

   D. Write on invoice the date, check number, and amount of check used in payment.

E. Prepare the envelope.

F. Tear off invoice stub to be mailed with check.

G. Attach stub from bill to check and insert both under flap of addressed envelope for employer's signature.

V. Maintaining a checkbook

A. Know exactly how much has been spent and how much is in the checking account.

B. Tally numbers on checks against vouchers authorizing expenditures.

C. Keep checkbooks in safe place.

D. Account for all checks by producing canceled or voided check for each number.

VI. Reconciling a checkbook

A. Verify statement.

1. Amount of deposits
2. Amount of each check cashed
3. Current balance in the account
4. Amount of service charges

B. Check the canceled checks against the checks listed on the statement.

C. Arrange canceled checks in numerical order.

D. Put deposit slips in chronological order.

E. Check the canceled checks against the checkbook stubs.

F. Make a list of numbers and amount of checks that have not cleared through the bank (outstanding checks).

G. Check the deposits made against those listed on the bank statement.

H. Note any payments made by the bank, such as notes, savings deductions, mortgage payments, etc.

I. Determine from the statement the amount of service charge.

J. Subtract any outstanding checks from the bank balance.

K. Add to the bank balance any deposits not recorded by the bank.

L. Subtract from the checkbook balance any payments that have been made by the bank for the depositor.

M. Subtract the amount of the service charges from the checkbook balance.

N. Add to the checkbook balance any collections that the bank has made for the depositor.

O. Subtract from the checkbook balance any deposited checks that have not been honored by the bank.

Example:

Bank balance	$1,376.59
Less outstanding checks	216.12
	1,160.47
Plus deposits not recorded	618.00
Checkbook balance	1,778.47
Less note paid by bank	120.77
	1,657.70
Less Service Charge	3.00
	$1,654.70

INFORMATION SHEET - SECTION II

INVESTMENTS AND PROPERTY RECORDS

VII. A secretary should be familiar with investment transactions. Many of these records cross the secretary's desk and thoroughness or lack of it can affect the employer's tax liability. One should be familiar with the terms used in buying and selling stocks, keeping property and insurance records, and other financial matters.

VIII. Terms and definitions

A. Stocks--Ownership in a corporation

B. Stock certificate--Proof of ownership

C. Dividends--Received in return for investment in corporation

D. Stock dividend--Dividends paid from the earnings of the company either in cash or additional stock

E. Preferred stock--Fixed dividend rate and preference over common stock in first payment of dividends and in first distribution of assets if company is liquidated

F. Common stock--Rate of dividends paid is not fixed

G. Bond--A certificate containing a written interest-bearing promise to pay a definite sum of money at a specified time and place

H. Coupon bonds--Payable to person holding them. Present great responsibility to secretary entrusted with them and should be kept in a safe-deposit box

I. Registered bonds--Registering of bonds by issuing corporation

J. Broker--Buying and selling of stocks and bonds on the stock exchange is handled through a broker.

K. Mutual funds--Investment companies

IX. Purchases and sales through stock exchange

A. New York Stock Exchange

B. American Stock Exchange

C. The Midwest Stock Exchange

- D. Pacific Coast Stock Exchange
- E. Toronto Stock Exchange

X. Stock market information

- A. Financial pages of leading newspapers
- B. Wall Street Journal
- C. Moody's Investors Service, Inc.

XI. Secretary's responsibilities to securities

- A. Delivery of securities - Secretary may deliver securities to broker for employer and should make sure all information is on them.
    - 1. Owner's name
    - 2. Company name
    - 3. Amount
    - 4. Certificate number
- B. Record of securities
    - 1. Use separate page or card for each lot.
    - 2. Make three copies of list of securities.
        - a. Executive's copy
        - b. Secretary's files
        - c. Company files

XII. Property held for rental income or for sale for profit - Records must be kept to determine value of property.

- A. Show outstanding debt.
- B. Use in tax reporting.
    - 1. All income reported
    - 2. All expenses tax deductible
- C. Basis for setting a satisfactory selling price

XIII. Personal property records

- A. Record all receipts and expenses paid on each investment.

B. Keep a file of employer's personal property.

C. Place confidential investment information in labeled, sealed envelopes and keep in safe-deposit box.

INFORMATION SHEET - SECTION III

INSURANCE RECORDS AND ANNUAL INCOME TAX RETURN

XIV. Secretaries' responsibilities

- A. Pay premiums on time so insurance will not lapse.
- B. Keep summary records on each kind of insurance for the executive's information.
- C. Store policies in safe place.

XV. Components of income tax files

- A. Income and deduction records
- B. Supporting computations and memorandums
- C. Previous years' tax returns
- D. Folder for current year

XVI. Records

- A. Records of taxable income - A special record book containing the following should be carefully maintained.
    1. Wages, salaries, and other compensation
    2. Dividends on stock
    3. Interest received from corporate bonds, mortgage bonds, notes, bank deposits, personal loans, accounts in savings and loan associations, and most U.S. Government bonds
    4. Gains on sale or exchange of property
    5. Proceeds from annuities and endowment life insurance
    6. Rents received
    7. Royalties received from writings, works of art, musical compositions, and inventions and patents
    8. Income from a profession or a personally owned business after deductions for operating expenses
- B. Records of tax deductions - A detailed record of each of the following should be kept for preparation of the tax return:

1. Alimony or payments in lieu of alimony

2. Bad debts resulting from either business or personal relationship

3. Casualty and theft losses not reimbursed by insurance

4. Child care

5. Contributions to organizations or institutions devoted primarily to charitable, religious, educational, or literary purposes

6. Education (depending upon criteria established by IRS)

7. Interest paid on personal debts, including bank loans, home and property mortgages, and installment loans on automobile

8. Medical and dental expenses of the taxpayer, including family and dependents

9. Taxes such as state or local income taxes, personal property, real estate, state or local sales taxes, and state and local gasoline taxes

10. The executive's traveling expenses that are not reimbursed

11. The executive's entertainment expenses for business purposes (customers, agents, clients, professional advisors)

12. Gifts up to $25 in value when given for a business purpose

XVII. Precautions to observe in completing the employer's tax return

A. Study income tax guide.

B. Be familiar with various tax forms; choose correct one.

C. Compile data.

D. Complete form.

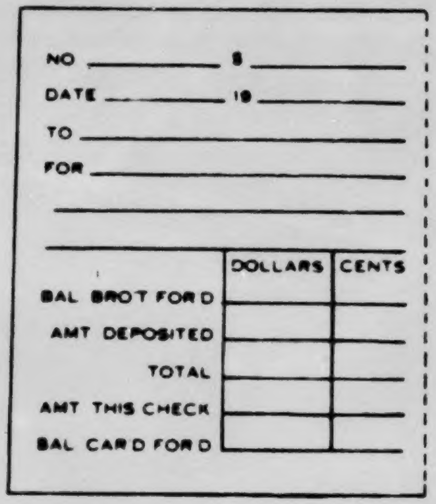
E. Check for accuracy.

F. Secure proper signature.

G. Secure attachments.

H. Assure confidentiality.

I. File report.



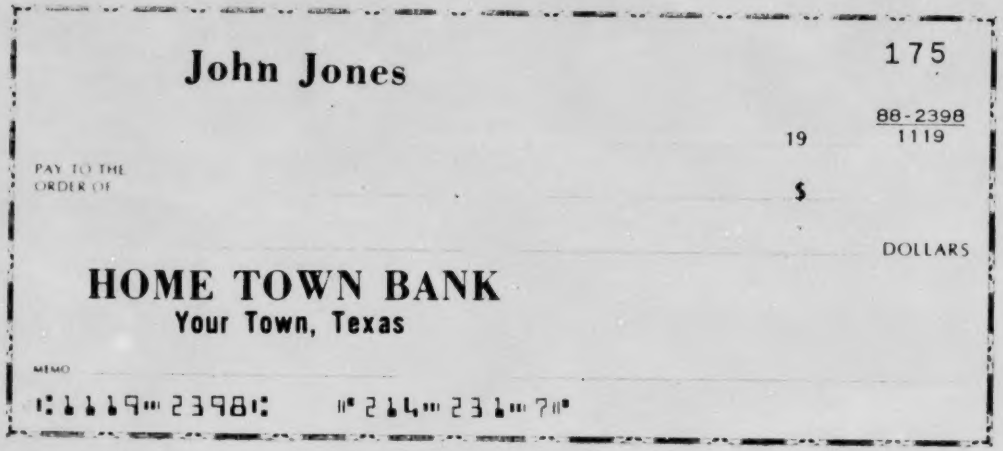
NO ______ $ ______

DATE ______ 19 ______

TO ______

FOR ______

	DOLLARS	CENTS
BAL BROT FORD		
AMT DEPOSITED		
TOTAL		
AMT THIS CHECK		
BAL CARD FORD		



John Jones

175

88-2398
1119

19 ______

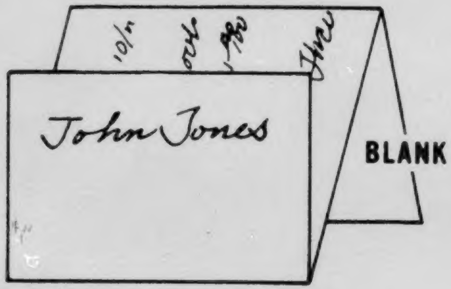
PAY TO THE
ORDER OF ______ $ ______

______ DOLLARS

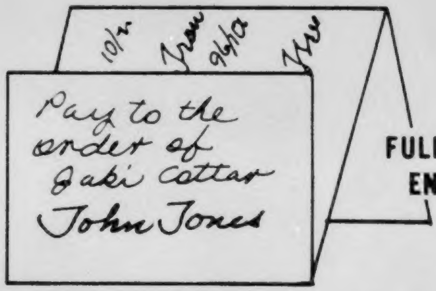
HOME TOWN BANK
Your Town, Texas

MEMO ______

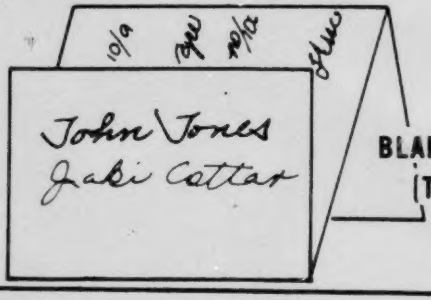
⑆1119⑈2398⑆ ⑈214⑈231⑈7⑈



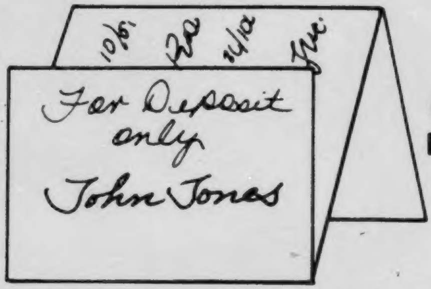
BLANK ENDORSEMENT


Pay to the
order of
Jaki Cottar
John Jones

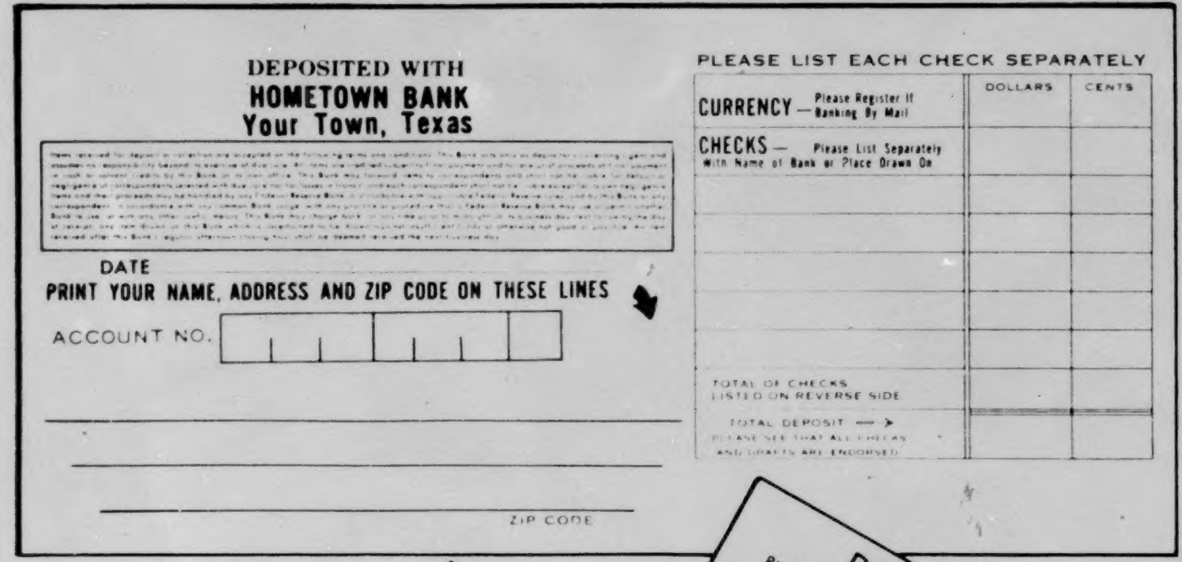
FULL OR SPECIAL ENDORSEMENT


John Jones
Jaki Cottar

BLANK ENDORSEMENT (TWO PARTY)


For Deposit
only
John Jones

RESTRICTIVE ENDORSEMENT



DEPOSITED WITH
HOMETOWN BANK
Your Town, Texas

DATE
PRINT YOUR NAME, ADDRESS AND ZIP CODE ON THESE LINES
ACCOUNT NO.

ZIP CODE

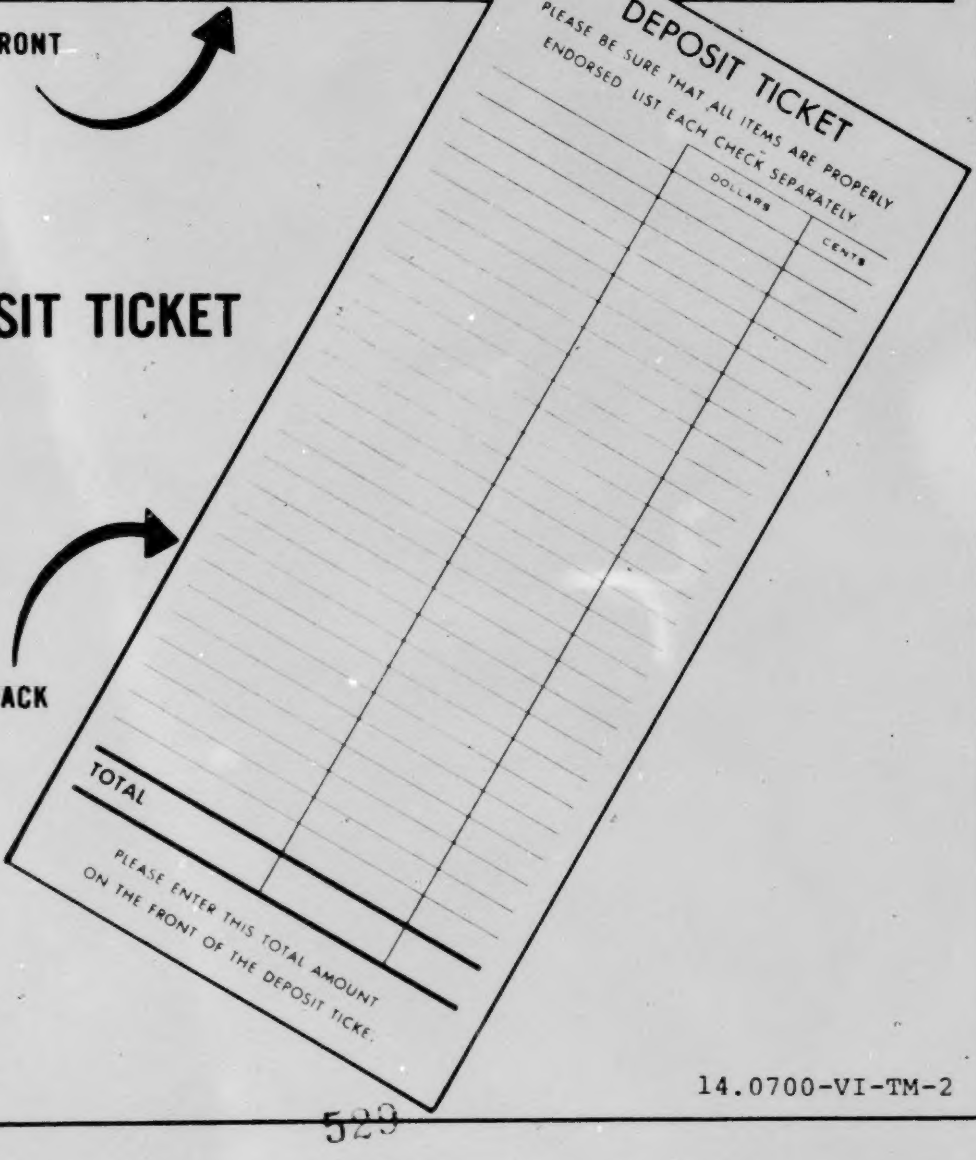
PLEASE LIST EACH CHECK SEPARATELY

	DOLLARS	CENTS
CURRENCY — Please Register If Banking By Mail		
CHECKS — Please List Separately With Name of Bank or Place Drawn On		
TOTAL OF CHECKS LISTED ON REVERSE SIDE		
TOTAL DEPOSIT → PLEASE SEE THAT ALL CHECKS AND DRAFTS ARE ENDORSED		

FRONT

DEPOSIT TICKET

BACK



DEPOSIT TICKET
PLEASE BE SURE THAT ALL ITEMS ARE PROPERLY ENDORSED LIST EACH CHECK SEPARATELY

	DOLLARS	CENTS
TOTAL		

PLEASE ENTER THIS TOTAL AMOUNT ON THE FRONT OF THE DEPOSIT TICKE.

Statement of

In Account With

HOME TOWN BANK

DATE	CHECKS	DEPOSITS	BALANCE
	BALANCE BROUGHT FORWARD		

RECONCILIATION OF BANK STATEMENT

TO PROVE THE BALANCE AS SHOWN ON YOUR STATEMENT:

1) Sort the checks numerically or by date issued.

2) Check off the stubs of your check book each of the checks paid by the bank and make a list of the numbers and amounts of those still outstanding; to the sum of the outstanding checks add the balance as shown in your check book after deducting any charges made by the bank

3) This amount should correspond with the bank's balance as shown on the statement.

4) List all deposits which do not appear on the statement, and add to the total balance as shown by the statement.

5) The two results should agree, and if so, the statement is correct.

14.0700

UNIT VI

MAINTAINING EMPLOYERS' PERSONAL RECORDS

ASSIGNMENT SHEET #1--COMPLETING A DEPOSIT SLIP

Directions: Using the following information, complete a deposit slip for your employer. (NOTE: Instructor can obtain blank deposit slips from a local bank for use in the classroom.)

TO BE DEPOSITED:

Traveler's Checks

5 @ $20.00

Bank Draft

$175.00

Checks

33-10	$156.80	from Allie White
46-33	16.82	from Alice Grayson
44-86	408.74	from Bob Rogers
52-99	57.88	from William Crayton

Bills

4	$20 bills
16	$10 bills
37	$ 5 bills
102	$ 1 bills

Coins

19	Halves
33	Quarters
96	Dimes
22	Nickels
109	Pennies

14.0700

UNIT VI

MAINTAINING EMPLOYERS' PERSONAL RECORDS

ASSIGNMENT SHEET #2--INCOME TAX

Directions: Identify those items that the employer considers deductible and those that are taxable by placing an "X" in the appropriate column.

		DEDUCTIBLE	TAXABLE
A.	Payment for writing magazine article		
B.	Rent received on property		
C.	Received interest on corporate bonds		
D.	State income taxes		
E.	Traveling expenses (not reimbursed to employer)		
F.	Proceeds from endowment life insurance		
G.	Interest paid on home mortgage		
H.	Received dividend on stock		
I.	Paid wages		
J.	Paid Christmas bonus		
K.	Theft loss not reimbursed by insurance		

14.0700

UNIT VI

MAINTAINING EMPLOYERS' PERSONAL RECORDS

ASSIGNMENT SHEET #3--CHARTING STOCK

Directions: Using a financial section of a newspaper, chart the growth or decline of two stocks on the New York Stock Exchange for a period of two weeks. At the end of the two weeks tell which stock increased the most in value.

14.0700

UNIT VI

MAINTAINING EMPLOYERS' PERSONAL RECORDS

ASSIGNMENT SHEET #4--RECONCILIATION OF BANK STATEMENT

Directions: Complete the problem on reconciling a bank statement using the following example as a guide.

EXAMPLE:

BANK RECONCILIATION			
Checkbook balance November 4	$127.36	Bank balance November 4	$196.32
Less Service Charge	3.00	Less outstanding checks	
		No. 65 $20.00	
		No. 72 10.00	
		No. 74 31.00	
		No. 82 4.00	
		No. 83 6.96	
		Total checks outstanding	71.96
New checkbook balance	$124.36	Bank balance	$124.36

PROBLEM: Reconcile the following accounts:

Checkbook balance, October 1		$496.73
Bank balance, October 1		599.21
Outstanding checks:		
No. 127	$25.00	
No. 136	36.00	
No. 141	12.00	
No. 143	18.00	
No. 146	14.98	
Service charge	$3.50	

BANK RECONCILIATION	

14.0700

UNIT VI

MAINTAINING EMPLOYERS' PERSONAL RECORDS

ANSWERS TO ASSIGNMENT SHEETS

Assignment Sheet #1

DEPOSIT TICKET		Dollars	Cents
Currency		527	00
Coin		29	54
Checks		915	24
Travelers Checks	$100.00		
Bank Draft	175.00		
Allie White	156.80		
Alice Grayson	16.82		
Bob Rogers	408.74		
Wm. Crayton	57.88		
	$640.24		
TOTAL		$1,471	78

Assignment Sheet #2

	DEDUCTIBLE	TAXABLE
A.	X	
B.		X
C.		X
D.	X	
E.	X	
F.		X
G.	X	
H.		X
I.	X	

	DEDUCTIBLE	TAXABLE
J.	X	
K.	X	

Assignment Sheet #3

Evaluated to the satisfaction of the instructor.

Assignment Sheet #4

BANK RECONCILIATION			
Checkbook balance October 1	$496.73	Bank balance October 1	$599.21
Less Service Charge	3.50	Less outstanding checks	
		No. 127 $25.00	
		No. 136 36.00	
		No. 141 12.00	
		No. 143 18.00	
		No. 146 14.98	
		Total checks outstanding	105.98
New checkbook balance	$493.23	Bank balance	$493.23

14.0700

UNIT VI

MAINTAINING EMPLOYERS' PERSONAL RECORDS

UNIT TEST - SECTION I

1. Define the following terms:

   a. Endorsement

   b. Service charge

   c. Certified

   d. Bank draft

   e. Bank money order

   f. Reconcile

2. Designate the four points to be checked before accepting checks.

   a.

   b.

   c.

   d.

3. Identify true statements concerning the procedures used in depositing funds by placing an "X" in the margin of those statements which are true.

   _____ a. When preparing bills for deposit, stack bills face up with largest denomination on top, wrap the bills, and record amount on wrapper.

   _____ b. Torn bills should be repaired before making a deposit.

_____ c. Checks can be deposited without a signature on the back.

_____ d. Traveler's checks, bank drafts, and money orders must be deposited in person because they require identification when endorsing for deposit.

_____ e. Bank-by-mail envelopes must be purchased from the company which prints bank checks.

4. State the procedure used in paying bills by check.

   a.

   b.

   c.

   d.

   e.

   f.

   g.

5. Stipulate the four steps involved in maintaining a checkbook.

   a.

   b.

   c.

   d.

6. Place the following steps in the proper sequence to reconcile a bank statement by placing the number 1 beside the first step, the number 2 beside the second step, etc., and the number 15 beside the last step.

______ a. Check the deposits made against those listed on the bank statement.

______ b. Arrange canceled checks in numerical order.

______ c. Add to the bank balance any deposits not recorded by the bank.

______ d. Check the canceled checks against the checkbook stubs.

______ e. Subtract the amount of the service charges from the checkbook balance.

______ f. Subtract any outstanding checks from the bank balance.

______ g. Verify statement.

______ h. Determine from the statement the amount of service charge.

______ i. Put deposit slips in chronological order.

______ j. Subtract from the checkbook balance any deposited checks that have not been honored by the bank.

______ k. Check the canceled checks against the checks listed on the statement.

______ l. Note any payments made by the bank, such as notes, savings deductions, mortgage payments, etc.

______ m. Add to the checkbook balance any collections that the bank has made for the depositor.

______ n. Subtract from the checkbook balance any payments that have been made by the bank for the depositor.

______ o. Make a list of numbers and amount of checks that have not cleared through the bank (outstanding checks).

14.0700

UNIT VI

MAINTAINING EMPLOYERS' PERSONAL RECORDS

UNIT TEST - SECTION II

7. State the reason a secretary should be familiar with investment transactions.

8. Match the following terms used in making investments with their correct definitions by selecting the letter of the definition and placing it on the blank line beside the term.

_____ 1. Stocks
_____ 2. Stock certificate
_____ 3. Dividends
_____ 4. Stock dividend
_____ 5. Preferred stock
_____ 6. Common stock
_____ 7. Bond
_____ 8. Coupon bonds
_____ 9. Registered bonds

a. A certificate containing a written interest-bearing promise to pay a definite sum of money at a specified time and place

b. Fixed dividend rate and preference over common stock in first payment of dividends and in first distribution of assets if company is liquidated

c. Buying and selling of stocks and bonds on the stock exchange handled through broker

_____10. Broker

_____11. Mutual funds

d. Investment companies

e. Ownership in a corporation

f. Rate of dividends paid is not fixed

g. Registration of bonds by issuing corporation

h. Received in return for investment in corporation

i. Payable to person holding them. Presents great responsibility to secretary entrusted with them and should be kept in safe-deposit box.

j. Proof of ownership

k. Dividends paid from the earnings of the company either in cash or additional stock

9. List five stock exchanges.

a.

b.

c.

d.

e.

10. List three sources for obtaining stock market information.

a.

b.

c.

11. Cite the secretary's responsibilities for securities.

12. State the purpose for keeping investment property records.

13. Identify procedures used in recording and protecting personal property records.

    a.

    b.

    c.

14.0700

UNIT VI

MAINTAINING EMPLOYERS' PERSONAL RECORDS

UNIT TEST - SECTION III

14. Write a statement relating to the secretary's responsibilities for maintaining insurance records.

15. Identify the component parts of an income tax file.

a.

b.

c.

d.

16. The items listed below should be filed in either (1) records of taxable income or (2) records of tax deductions. After reading each item decide where the item should be filed. Place a check in the appropriate column.

Taxable Income	Tax Deductions		
______	________	a.	Gifts up to $25 in value when given for business purposes
______	________	b.	Income from a profession or a personally owned business after deductions for operating expenses
______	________	c.	Rents received
______	________	d.	The executive's traveling expenses which are not reimbursed

Taxable Income	Tax Deductions		
		e.	Contributions to organizations or institutions devoted to charible, religious, educational or literary purposes
		f.	Alimony or payments in lieu of alimony
		g.	Bad debts resulting from either business or personal relationship
		h.	Gains on sale or exchange of property
		i.	Proceeds from annuities and endowment life insurance
		j.	Royalties from writings, works of art, musical compositions, patents, and inventions
		k.	Interest paid on personal debt
		l.	Interest paid on home property loans
		m.	Medical and dental expenses
		n.	Personal property tax
		o.	Real estate tax
		p.	State and local gasoline tax
		q.	Dividends on stock
		r.	State or local income taxes
		s.	Interest received from corporate bonds
		t.	Casualty and theft loses not reimbursed by insurance
		u.	Wages and salaries
		v.	Child care
		w.	The executive's entertainment expenses for business purposes
		x.	Education

17. State the precautions to observe in completing the employer's income tax return.

14.0700

UNIT VI

MAINTAINING EMPLOYERS' PERSONAL RECORDS

ANSWERS TO UNIT TEST - SECTION I

1. a. Endorsement--Signature on back of check

   b. Service charge--Charge made by the bank for handling checking account

   c. Certified--A regular depositor's check that is guaranteed by the bank on which it is drawn

   d. Bank draft--A check written by the bank on its account in another bank located in the same city or in another city

   e. Bank money order--Similar to money orders issued by the post office

   f. Reconcile--Resolve differences

2. a. Date

   b. Amount - correct payment

   c. Figures - figures agree with written amount

   d. Endorsement

3. __X__ a.

   __X__ b.

   _____ c.

   _____ d.

   _____ e.

4. a. Verify items and check computations on bills.

   b. Fill in check stub.

   c. Make out check.

   d. Write on invoice the date, check number, and amount of check used in payment.

e. Prepare the envelope.

f. Tear off invoice stub to be mailed with check.

g. Attach stub from bill to check and insert back under flap of envelope for employer's signature.

5. a. Know exactly how much money has been spent and how much is in the checking account.

b. Tally numbers on checks against vouchers authorizing expenditures.

c. Keep checkbooks in safe place.

d. Account for all checks by producing canceled or voided check for each number.

6. 7 a.
3 b.
11 c.
5 d.
13 e.
10 f.
1 g.
9 h.
4 i.
15 j.
2 k.
8 l.
14 m.
12 n.
6 o.

ANSWERS TO UNIT TEST - SECTION II

7. Many of the records of investment transactions cross the secretary's desk and thoroughness or lack of it can affect the employer's tax liability. The secretary needs to be familiar with the terms used in buying and selling stocks and with keeping property and insurance records.

8. ___e___ 1.

   ___j___ 2.

   ___h___ 3.

   ___k___ 4.

   ___b___ 5.

   ___f___ 6.

   ___a___ 7.

   ___i___ 8.

   ___g___ 9.

   ___c___ 10.

   ___d___ 11.

9. a. New York Stock Exchange

   b. American Stock Exchange

   c. The Mideast Stock Exchange

   d. Pacific Coast Stock Exchange

   e. Toronto Stock Exchange

10. a. Financial pages of leading newspapers

    b. Wall Street Journal

    c. Moody's Investors Service, Inc.

11. Deliver securities after making sure all information is on them and making a record of securities with three filing copies for the executive, the secretary, and the company.

12. Investment property records should be kept on property held for rental income or for sale because records help to determine the value of property, show outstanding debts,

are a basis for setting a selling price, and are useful in tax reporting.

13. a. Record all receipts and expenses paid on each investment.

    b. Keep a file of employer's personal property.

    c. Place confidential investment information in labeled, sealed envelopes and keep in safe-deposit box.

ANSWERS TO UNIT TEST - SECTION III

14. The secretary should pay premiums on time so insurance will not lapse, keep summary records on each kind of insurance for the executive's information, and store policies in a safe place.

15. a. Income and deduction records

    b. Supporting computations and memorandums

    c. Previous years' tax returns

    d. Folder for current year

16.	Taxable Income	Tax Deductions
a.		✓
b.	✓	
c.	✓	
d.		✓
e.		✓
f.		✓
g.		✓
h.	✓	
i.	✓	
j.	✓	
k.		✓
l.		✓

	Taxable Income	Tax Deductions
m.		✓
n.		✓
o.		✓
p.		✓
q.	✓	
r.		✓
s.	✓	
t.		✓
u.		✓
v.		✓
w.		✓
x.		✓

17. The precautions include (1) studying the income tax guide, (2) choosing correct tax form, (3) compiling data, (4) completing the form, (5) checking for accuracy, (6) securing the proper signature, (7) securing the attachments, (8) assuring confidentiality, and (9) filing the report.

14.0700

UNIT VII

MAKING TRAVEL ARRANGEMENTS

TERMINAL OBJECTIVE

After the completion of this unit, the student will be able to plan business trips, make all travel arrangements, prepare a trip expense report, and organize and type the itinerary. This knowledge will be evidenced through demonstration and by successfully completing a unit test.

SPECIFIC OBJECTIVES

After completing this unit of instruction, the student will be able to:

1. Match terms associated with travel with their definitions.
2. Identify information that may be obtained from the *Official Airline Guide* regarding air travel.
3. Cite steps for making and confirming transportation and hotel reservations.
4. Name business data and supplies contained in a travel folder.
5. Describe methods of securing travel funds.
6. Explain how to prepare an expense report.
7. Identify items included on an itinerary.
8. Demonstrate the ability to:
    a. Prepare an itinerary.
    b. Prepare a letter requesting hotel reservations.
    c. Prepare an expense report.

14.0700

UNIT VII

MAKING TRAVEL ARRANGEMENTS

SUGGESTED ACTIVITIES

I. Instructor:

   A. Provide objective sheet.

   B. Discuss objective sheet.

   C. Provide information sheet.

   D. Discuss information sheet.

   E. Prepare transparencies.

   F. Demonstrate the use of reference books and guides.

      1. Official Airline Guide

      2. Hotel and Motel Red Book

      3. Mobil Travel Guide

   G. Provide assignment sheets.

   H. Discuss assignment sheets.

   I. Secure guest speaker from a travel bureau.

   J. Plan a field trip to a travel agency or airline ticket office.

   K. Give test and evaluate results.

II. Student:

   A. Read objective sheet.

   B. Participate in discussion of objective sheet.

   C. Read information sheet.

   D. Participate in discussion of information sheet.

   E. View transparencies.

F. Participate in demonstration of reference books and guides.

G. Read assignment sheets.

H. Complete assignment sheets.

I. Participate in guest-speaker class.

J. Participate in field trip.

K. Take test.

INSTRUCTIONAL MATERIALS

I. Included in this unit:

  A. Objectives

  B. Information sheet

  C. Transparency masters

    1. VII-TM-1--The Itinerary

    2. VII-TM-2--Letter of Reservation

    3. VII-TM-3--Expense Statement

  D. Assignment sheets

    1. Assignment Sheet #1--The Itinerary

    2. Assignment Sheet #2--Letters of Reservation

    3. Assignment Sheet #3--Preparing an Expense Statement

  E. Answers to assignment sheets

  F. Test

  G. Answers to test

II. References:

  A. Books

    1. Archer, Fred C. and others. General Office Procedures. 4th ed. New York: McGraw-Hill Book Company, 1975.

2. Fries, Albert C. and others. Applied Secretarial Procedures. 7th ed. New York: McGraw-Hill Book Company, 1974.
3. Meehan, James R. and others. Clerical Office Procedures. 5th ed. Cincinnati: South-Western Publishing Co., 1973.
4. Meehan, James R. and others. Secretarial Office Procedures. 8th ed. Cincinnati: South-Western Publishing Co., 1972.

B. Reference books and guides

1. Hotel and Motel Red Book. New York: American Hotel Association.
2. Mobil Travel Guide. New York: Mobil Oil Co.
3. Official Airline Guide. Chicago: American Aviation Publications, Inc.

14.0700

UNIT VII

MAKING TRAVEL ARRANGEMENTS

INFORMATION SHEET

I. Travel terminology

   A. Time zones--A geographical region within which the same standard time is used

   B. Standard time--The time of a region or country that is established by law or general usage as civil time

   C. Daylight savings time--Time usually one hour ahead of standard time

   D. Timetable--A table of departure and arrival times of trains, buses,or airplanes

   E. Reservation--An arrangement to have hotel room held for one's use

   F. Confirmation--The process of verifying a reservation

   G. Round trip--A trip to a place and back,usually over the same route

   H. Passport--A formal document that is issued by an authorized official of a country to one of its citizens and usually necessary for exit from and reentry into the country, allowing travel in a foreign country.

   I. Visa--An endorsement made on a passport denoting that it has been examined and the bearer may proceed

   J. Traveler's checks--A draft purchased from a bank or express company and signed by the purchaser at the time of purchase and again at the time of cashing as a precaution against forgery

   K. Itinerary--The detailed outline of a trip

   L. First-class--The highest form of travel accommodations

   M. Tourist--Economy accommodations; sometimes known as coach fare

N. Travel agency--Agency which arranges travel services and collects a fee from the transportation company with which it makes the reservation

O. Limousine service--Carries passengers to and from the airport to hotel

P. Air shuttle flights--Regularly scheduled flights that travel only in a limited area between two major cities (i.e., New York City to Boston)

II. Official Airline Guide information

A. Airlines

B. Time of departure

C. Time of arrival

D. Class of service

E. Flight number

F. Differences in time zones

G. Airfare

III. Making transportation and hotel reservations and getting confirmations

A. Contact airline representative or travel agency to obtain reservations and ticket.

B. Telephone or write for hotel reservations and confirmation.

1. Kind of room desired: single room or suite
2. Type of accommodations: single, double, or twin
3. Approximate rate preferred
4. Number of persons in the party
5. Date and approximate time of arrival
6. Date and approximate time of departure
7. Request of confirmation

C. Car rentals are available at almost every airport. You may make the reservations at the local branch of the car rental agency by requesting a car at a certain location on a particular date and at a certain time.

IV. The travel folder

   A. Transportation tickets and confirmations of hotel reservations

   B. All correspondence related to the trip and reminders of appointments

   C. Reports, meeting agendas, and schedule of appointments

   D. Itinerary of trip

   E. Credit cards, traveler's checks, letter of credit, and personal checkbook

   F. Blank expense report

V. Securing travel funds

   A. Traveler's checks

      1. Sold at express offices, travel agencies, banks, and Western Union offices, usually in denominations of $10-$20-$50 and $100 at a cost of $1 per $100

      2. May be cashed easily almost everywhere

      3. Must be signed when purchased by the buyer and again at the time of payment. The company issuing the check will refund the face value of a lost traveler's check if it has not been signed the second time.

   B. Credit cards

      1. Nationally recognized cards include American Express, Carte Blanche, Master Charge, and BankAmericard.

      2. Will be accepted in almost all restaurants, hotels, gift shops, and car rentals

      3. Copies of purchases on credit can be used when preparing the expense account form or to justify certain items for income tax business deductions.

   C. Letters of credit

      1. May be needed for an extended business trip for which a considerable amount of money will be needed

      2. May be purchased at a bank by depositing the required amount of money

3. Entitles the bearer to receive money from the bank named in the letter of credit up to the amount on deposit in the issuing bank

VI. Preparing expense reports

A. Must be submitted by the employer and itemized by day and item, such as meals, entertainment, room, taxi, parking, airline fare, and telephone expense

B. Receipts of expenses must be attached to the report for income tax, business deductions, and company information.

VII. Preparing a travel itinerary

A. Date, time, and place of departure and arrival at each city

B. Transportation accommodations for each part of the trip, including car rental

C. Hotel or motel accommodations

D. Date, time, and place of all appointments

E. Reminders of tentative appointments, telephone calls to make, and other special instructions given to the secretary by her employer

ITINERARY--James Bryar

New Orleans, August 10-12, 19__

WEDNESDAY, August 10

8:40 P.M. EST	Leave Atlanta, Delta Airlines Flight 748 from Atlanta Airport.
9:48 P.M. EST	Arrive New Orleans, New Orleans International Airport. Accommodation: Reservation at The Monteleone Hotel, 1500 Rampart Street. Convention of Music World will take place here. Reservation has been made for spacious room with extra chairs for conferences you plan to schedule.

THURSDAY, August 11

10:00 A.M.	Formal opening of convention. 1. List of publishers you particularly want to see are in your brief case, marked "Special List." 2. Arrange with hotel to have private dining room for Friday luncheon with these publishers. 3. Call Bill Evans to learn if he will be free for one or more of your special conferences and for the private luncheon Friday.

FRIDAY, August 12

REMINDERS	1. Reconfirm reservation back to Atlanta, Delta Flight 748, leaving Saturday, August 12, 1:00 P.M. EST. 2. Order flowers for Miss Jones to wear to the convention formal banquet Friday evening.
12:30 P.M.	Luncheon with special group of publishers in private dining room at the Monteleone Hotel.
7:00 P.M.	Formal banquet, preceded by cocktails.

SATURDAY, August 13

1:00 P.M.	Leave New Orleans, Delta Airlines Flight 748 from New Orleans International Airport. Arrive Atlanta, Atlanta Airport, 2:08 P.M. EST.

LETTER OF RESERVATION

July 27, 19--

The Monteleone Hotel
1500 Rampart Street
New Orleans, LA 70301

Gentlemen:

Please reserve a double room with bath for Mr. James L. Bryar for August 10, 11, and 12. Mr. Bryar will be attending the Music World Convention. He expects to arrive on Delta Airl[illegible] Flight 748 at 9:58 P.M., Wednesday, August 10. [illegible]se mark the reservation "Hold for late arrival."

Mr. Bryar plans to hold several meetings in his hotel room; therefore, he would prefer a fairly spacious room with extra chairs. He will remain through the night of the 12th.

Will you please confirm this reservation.

Sincerely,

Secretary to Mr. Bryar

TRAVEL EXPENSE STATEMENT

NAME ______________________ S.S. NO. ____________

TITLE ______________________ DEPT. ____________

PURPOSE OF TRIP ______________________ TRAVEL DATES ________ TO ________

DATES	CAR MILEAGE Out	LOCATION	DETAILS OF SUBSISTENCE (Attach receipts)				TOTAL	
	In		Break	Lunch	Dinner	Room		
Mileage ________ Miles @ ________ Cents a Mile								
Common Carrier: Taxi/Limousine/Airline/Train								
Miscellaneous Expenses (total)								
GRAND TOTAL OF TRAVEL EXPENSE:								

List and explain all miscellaneous expenses	Amount
______________________	________
______________________	________
______________________	________
______________________	________

I certify that the above statements are true and I have incurred the described expenses and mileage in the discharge of my official duties.

SIGNATURE ______________ APPROVED ______________ DATE ________

14.0700

UNIT VII

MAKING TRAVEL ARRANGEMENTS

ASSIGNMENT SHEET #1--THE ITINERARY

Directions: You are secretary to Mr. Robert J. McDonald, who is planning a business trip. Mr. McDonald has given you the following information and you are to make all the necessary arrangements for his trip and type a detailed itinerary.

Sunday

Leaving January 10, Dallas-Ft. Worth Regional Airport at 8:00 A.M. on Southern Airlines Flight 511. Arrive Chicago, O'Hare Airport at 11:02 A.M. Reservations at Chicago Hilton. Meet Luther Thompson for lunch at 12:30 P.M. at the hotel's restaurant. Conference, Chicago office 3:00 P.M. Dinner with sales representative, 8:30 P.M. Chicago Hilton.

Monday

Second session, sales conference, 8:00 A.M. Luncheon with Luther Thompson and new sales representative, Matthew T. Tercer, 12:15 P.M. Take 4:00 P.M. plane to Dallas, Southern Airlines Flight 511. Arrive Dallas-Ft. Worth Regional Airport 6:58 P.M.

Tuesday

Board of Directors meeting 9:30 A.M., home office. Stockholders meeting 1:30 P.M. Leave Dallas-Ft. Worth Regional Airport 3:30 P.M. on Delta Airlines Flight 557. Dinner en route. Arrive Houston, Hobby Airport 4:05 P.M. Reservations, The Regency.

Wednesday

District meeting, Houston office 10:00 A.M. Sales conference, 2:00 P.M.

Thursday

Second session, sales conference 9:00 A.M. Take 12 noon plane to Dallas, Southern Airlines Flight 545. Arrive Dallas-Ft. Worth Regional Airport 12:40 P.M.

14.0700

UNIT VII

MAKING TRAVEL ARRANGEMENTS

ASSIGNMENT SHEET #2--LETTERS OF RESERVATION

Directions: Using the itinerary prepared in Assignment Sheet #1, write to the hotels where Mr. McDonald plans to stay and reserve a double room at each one. Be sure to include all the necessary information concerning his arrival. Check the days and dates carefully. Ask for confirmation of all reservations. If he is to arrive late in the evening, be sure to request the hotel to hold the reservations for late arrival.

14.0700

UNIT VII

MAKING TRAVEL ARRANGEMENTS

ASSIGNMENT SHEET #3--PREPARING AN EXPENSE REPORT

Directions: Fill in the Travel Expense Statement according to the information given.

R. J. MacDaniel and Company - Omaha Branch

Mr. Robert J. McDonald, District Manager

SS # 435-50-1897

Sales Department

Purpose of trip - Welcome new salesman to company

Dates - May 5 - 7

Expenses -	Breakfast	Lunch	Dinner	Lodging
5/5			$3.50	$28.00
5/6	$2.50	$2.75	$7.50	$28.00
5/7	$1.75	$2.90		

Taxi fare - $10.00

Airline ticket Delta - $55.00

Telephone call - $3.05

ASSIGNMENT SHEET #3

TRAVEL EXPENSE STATEMENT

NAME ______________________________ S.S. NO. ____________

TITLE ____________________ DEPT. ____________________

PURPOSE OF TRIP __________________ TRAVEL DATES ________ TO ________

DATES	CAR MILEAGE Out	LOCATION	DETAILS OF SUBSISTENCE (Attach receipts)				TOTAL	
	In		Break	Lunch	Dinner	Room		
Mileage ________ Miles @ ________ Cents a Mile								
Common Carrier: Taxi/Limousine/Airline/Train								
Miscellaneous Expenses (total)								
GRAND TOTAL OF TRAVEL EXPENSE:								

List and explain all miscellaneous expenses	Amount

I certify that the above statements are true and I have incurred the described expenses and mileage in the discharge of my official duties.

SIGNATURE ____________________ APPROVED ____________________ DATE ____________

14.0700

UNIT VII

MAKING TRAVEL ARRANGEMENTS

ANSWERS TO ASSIGNMENT SHEETS

Assignment Sheet #1

ITINERARY--Robert McDonald

January 10-14

SUNDAY, January 10

8:00 A.M. EST	Leave Dallas, Southern Airlines Flight 511 from Dallas-Ft. Worth Regional Airport.
11:02 A.M. EST	Arrive Chicago, O'Hare Airport. Accommodations: Reservation at Chicago Hilton.
12:30 P.M.	Meet Luther Thompson for lunch at Chicago Hilton Restaurant.
3:00 P.M.	Sales Conference, Chicago office
8:30 P.M.	Dinner with sales representative, Luther Thompson, Chicago Hilton Restaurant.

MONDAY, January 11

8:00 A.M.	Second session, Sales Conference
12:15 P.M.	Luncheon with Luther Thompson and new sales representative, Matthew T. Tercer, (Poet's Restaurant.)
4:00 P.M. EST	Leave Chicago, Southern Airlines Flight 511 from O'Hare Airport.
6:58 P.M. EST	Arrive Dallas, Dallas-Ft. Worth Regional Airport.

TUESDAY, January 12

9:30 A.M.	Board of Directors meeting, home office
1:30 P.M.	Stockholders meeting
3:30 P.M.	Leave Dallas, Delta Airlines Flight 557. Dinner en route.

4:05 P.M.	Arrive Houston, Hobby Airport. Accommodations: Reservation at The Regency.

WEDNESDAY, January 13

10:00 A.M.	District meeting, Houston office
2:00 P.M.	Sales conference

THURSDAY, January 14

9:00 A.M.	Second session, Sales Conference
12:00 noon	Leave Houston, Southern Airlines Flight 545.
12:40 P.M.	Arrive Dallas, Dallas-Ft. Worth Regional Airport.

Assignment Sheet #2

Date

The Chicago Hilton
1178 Broad Street
Chicago, IL 56180

Gentlemen:

Please reserve a double room for Mr. Robert McDonald for January 10 and 11. Mr. McDonald will be attending a Sales Conference at R. J. MacDaniel and Company. He expects to arrive on Southern Airlines Flight 511 at 11:02 A.M., Sunday, January 10, 19__.

Will you please confirm this reservation.

Sincerely,

Secretary to Mr. McDonald

Assignment Sheet #2 (con't.)

Date

The Regency
Houston, TX 75443

Gentlemen:

Please reserve a double room for Mr. Robert McDonald for January 12, 13, and 14. Mr. McDonald will be attending a district meeting and sales conferences in your city. He expects to arrive on Delta Airlines Flight 557 at 4:05 P.M., Tuesday, January 12.

Will you please confirm this reservation.

Sincerely,

Secretary to Mr. McDonald

Assignment Sheet #3

TRAVEL EXPENSE STATEMENT

NAME Mr. Robert J. McDonald S.S. NO. 435-50-1897

TITLE District Manager DEPT. Sales

PURPOSE OF TRIP Welcome new salesman to company TRAVEL DATES May 5 TO May 7

DATES	CAR MILEAGE Out / In	LOCATION	DETAILS OF SUBSISTENCE (Attach receipts)				TOTAL	
			Break	Lunch	Dinner	Room		
5/5		Omaha, Nebraska			$3.50	$28.00	$31.50	
5/6			$2.50	$2.75	$7.50	$28.00	$40.75	
5/7			$1.75	$2.90			$4.65	

Mileage ________ Miles @ ________ Cents a Mile		
Common Carrier: Taxi/Limousine/Airline/Train	$10.00 $55.00	
Miscellaneous Expenses (total)	$3.05	
GRAND TOTAL OF TRAVEL EXPENSE:	$144.95	

List and explain all miscellaneous expenses

	Amount
Telephone call	$3.05

I certify that the above statements are true and I have incurred the described expenses and mileage in the discharge of my official duties.

SIGNATURE ________ APPROVED ________ DATE ________

14.0700

UNIT VII

MAKING TRAVEL ARRANGEMENTS

UNIT TEST

1. Match the following terms with their correct definitions.

_____ a. Travel agency

_____ b. Round trip

_____ c. Tourist

_____ d. Reservation

_____ e. Traveler's checks

_____ f. Daylight Savings Time

_____ g. First-class

_____ h. Time zones

_____ i. Itinerary

_____ j. Standard time

_____ k. Limousine service

_____ l. Timetable

_____ m. Visa

_____ n. Confirmation

_____ o. Air shuttle flights

_____ p. Passport

1. Regularly scheduled flights that travel only in a limited area between two major cities

2. Carries passengers to and from the airport and hotel

3. Agency which arranges travel services and collects a fee from the transportation company with which it makes the reservation.

4. Economy accommodations; sometimes known as coach fare

5. The highest form of travel accommodations

6. The detailed outline of a trip

7. A draft purchased from a bank or express company and signed by the purchaser at the time of purchase and again at the time of cashing as a precaution against forgery

8. An endorsement made on a passport denoting that it has been examined and the bearer may proceed

9. A formal document that is issued by an authorized official of a country to one of its citizens and usually necessary for exit from and reentry into the country, allowing travel in a foreign country

10. A trip to a place and back usually over the same route

11. The process of verifying a reservation

12. An arrangement to have hotel room held for one's use

13. A table of departure and arrival times of trains, buses, or airplanes

14. Time usually one hour ahead of standard time

15. The time of a region or country that is established by law or general usage as civil time

16. A geographical region within which the same standard time is used

2. Identify the information which can be obtained from the Official Airline Guide regarding air travel.

3. Cite steps for making and confirming transportation and hotel reservations.

4. Name business data and supplies which are contained in an employer's travel folder.

5. Describe methods of securing travel funds.

6. Explain how to prepare an expense report.

7. Identify items included on an itinerary.

8. Demonstrate the ability to:

    a. Prepare an itinerary.

    b. Prepare a letter requesting hotel reservations.

    c. Prepare an expense report.

    (NOTE: If these skills have not been accomplished prior to the test, ask the instructor when they should be completed.)

14.0700

UNIT VII

MAKING TRAVEL ARRANGEMENTS

ANSWERS TO UNIT TEST

1. __3__ a.
   __10__ b.
   __4__ c.
   __12__ d.
   __7__ e.
   __14__ f.
   __5__ g.
   __16__ h.
   __6__ i.
   __15__ j.
   __2__ k.
   __13__ l.
   __8__ m.
   __11__ n.
   __1__ o.
   __9__ p.

2. a. Airlines
   b. Departure times
   c. Arrival times
   d. Class of service
   e. Flight number
   f. Differences in time zones
   g. Airfare

3. a. Contact airline representative or travel agency to obtain reservations and ticket.

   b. Telephone or write for hotel reservations and confirmation.

      (1) Kind of room desired: single room or suite

      (2) Type or accommodations: single, double, or twin

      (3) Approximate rate preferred

      (4) Number of persons in the party

      (5) Date and approximate time of arrival

      (6) Date and approximate time of departure

      (7) Request of confirmation

   c. Car rentals from most airports. Use a local branch to request a car at a certain location on a particular date and at a certain time.

4. a. Transportation tickets and confirmations of hotel reservations

   b. All correspondence related to the trip and reminders of appointments

   c. Reports, meeting agendas, and schedule of appointments

   d. Itinerary of trip

   e. Credit cards, traveler's checks, letters of credit, and personal checkbook

   f. Blank expense report

5. There are three methods of securing travel funds: traveler's checks, credit cards, and letters of credit. Traveler's checks are sold at express offices, travel agencies, banks, and Western Union offices, usually in denominations of $10-$20-$50 and $100 at a cost of $1 per $100. These may be cashed easily almost anywhere. When purchased, they are signed by the buyer and again at the time of payment. The company issuing the check will refund the face value of a lost traveler's check if it has not been signed the second time. Credit cards such as American Express, Carte Blanche, Master Charge, and BankAmericard are nationally recognized cards and will be accepted in almost all restaurants, hotels, gift shops, and car rentals. Copies of purchases on credit can be used when preparing the expense account form or to justify certain items for

income tax business deductions. Letters of credit may be needed for an extended business trip for which a considerable amount of money will be needed. These may be purchased at a bank by depositing the required amount of money. It entitles the bearer to receive money from the bank named in the letter of credit up to the amount on deposit in the issuing bank.

6. In preparing an expense report, an itemized day-by-day report of expenditures must be kept. Examples of items are meals, entertainment, room, taxi, parking, airline fare, and telephone expense. Receipts of expenses must be attached to the report for income tax, business deductions, and company information. When completed, these must be submitted to the company by the employer.

7. a. Date, time, and place of departure and arrival at each city

   b. Transportation accommodations for each part of the trip, including car rental

   c. Hotel or motel accommodation

   d. Date, time, and place of all appointments

   e. Reminders of tentative appointments, telephone calls to make, and other special instructions given to the secretary by her employer

8. Evaluated to the satisfaction of the instructor.

14.0700

UNIT VIII

ORGANIZING STAFF MEETINGS, CONFERENCES, AND CONVENTIONS

TERMINAL OBJECTIVE

After completing this unit, the student should be able to plan and organize a meeting, prepare an agenda, invite special guests, make hotel reservations, prepare announcements and news releases, and complete follow-up functions. This knowledge will be evidenced through demonstration and by successfully completing a unit test.

SPECIFIC OBJECTIVES

After completing this unit of instruction, the student will be able to:

1. Match terms used in organizing meetings, conferences, and conventions with their correct definitions.
2. Identify true statements about organizing a meeting.
3. Write a paragraph incorporating eight responsibilities during and after a meeting.
4. List (a) ten planning responsibilities for conferences and conventions, (b) eleven areas which could be planned and organized by committees, and (c) three follow-up procedures.
5. Demonstrate the ability to:
    a. Formulate plans for a staff meeting.
    b. Formulate plans for a conference.
    c. Formulate plans for a convention.
    d. Compose a letter inviting a guest speaker.
    e. Prepare a notice of a staff meeting for the departmental bulletin boards.
    f. Prepare an agenda for a business meeting.
    g. Prepare a news release.

14.0700

UNIT VIII

ORGANIZING STAFF MEETINGS, CONFERENCES, AND CONVENTIONS

SUGGESTED ACTIVITIES

I. Instructor:

  A. Provide objective sheet.

  B. Discuss objective sheet.

  C. Provide information sheet.

  D. Discuss information sheet.

  E. Prepare and present transparencies.

  F. Provide assignment sheets.

  G. Discuss assignment sheets.

  H. Invite guest speaker from:

    1. Chamber of Commerce to discuss conventions.

    2. Large corporation to discuss directors' meetings or conferences.

    3. A company to discuss staff meetings.

  I. Prepare role-playing skit about an office receptionist.

  J. Give test and evaluate results.

II. Student:

  A. Read objective sheet.

  B. Participate in discussion of objective sheet.

  C. Read information sheet.

  D. Participate in discussion of information sheet.

  E. View transparencies.

  F. Read assignment sheets.

  G. Complete assignment sheets.

H. Listen to guest speakers and participate in discussion.

I. Participate in role-play situation.

J. Take test.

INSTRUCTIONAL MATERIALS

I. Included in this unit:

  A. Objectives

  B. Information sheet

  C. Transparency masters

    1. VIII-TM-1--Data Needed For Planning

    2. VIII-TM-2--An Agenda For a Formal Meeting

    3. VIII-TM-3--Invitation to Guest Speaker

  D. Assignment sheets

    1. Assignment Sheet #1--Formulating Plans For a Staff Meeting

    2. Assignment Sheet #2--Formulating Plans For a Conference

    3. Assignment Sheet #3--Formulating Plans For a Convention

    4. Assignment Sheet #4--Composing a Letter of Invitation to a Guest Speaker

    5. Assignment Sheet #5--Preparing a Notice For the Company Bulletin Board

    6. Assignment Sheet #6--Preparing an Agenda For a Business Meeting

    7. Assignment Sheet #7--A News Release

  E. Answers to assignment sheets

  F. Test

  G Answers to test

II. References:

A. Books

1. Anderson, Ruth I. and others. The Administrative Secretary. 2nd ed. New York: McGraw-Hill Book Company, 1976.

2. Bittel, Lester R. Improving Supervisory Performance. New York: McGraw-Hill Book Company, 1976.

3. Boyd, Bradford B. Management-Minded Supervision. 2nd ed. New York: McGraw-Hill Book Company, 1976.

4. Gregg, John R. and others. Applied Secretarial Procedures. 7th ed. New York: McGraw-Hill Book Company, 1974.

5. Hanna, Marshall and others. Secretarial Procedures and Administration. 6th ed. Cincinnati: South-Western Publishing Co., 1973.

6. Laird, Donald A. and others. Psychology, Human Relations and Motivation. 5th ed. New York: McGraw-Hill Book Company, 1975.

7. Meehan, James R. and others. Secretarial Office Procedures. 8th ed. Cincinnati: South-Western Publishing Co., 1972.

8. Russon, Allien R. Personality Development for Business. 4th ed. Cincinnati: South-Western Publishing Co., 1973.

9. Wood, Merle W. and Margaret A. McKenna. The Receptionist. New York: McGraw-Hill Book Company, 1966.

B. Magazines

1. Today's Secretary

2. Business Education World

C. Checksheet

1. Activities in Succeeding in the World of Work. 1st ed. McKnight-McKnight, 1970.

14.0700

UNIT VIII

ORGANIZING STAFF MEETINGS, CONFERENCES, AND CONVENTIONS

INFORMATION SHEET

I. Terms and definitions

   A. Informal business meeting--A small meeting called by an individual where seating arrangements are casual and strict adherence to parliamentary procedure is not necessary

   B. Formal business meeting--A large group meeting where important business is to be conducted and parliamentary procedure is utilized

   C. Staff meeting--A small meeting called by an executive to bring all the staff together to discuss issue at hand

   D. Committee meeting--A small informal meeting called by committee chairman to discuss committee plans and work

   E. Directors' meeting--Members of the board of directors who are elected by the stockholders to conduct the actual business of a corporation

   F. Conference--A meeting called by an executive for formal interchange of views or for discussing matters of common concern

   G. Convention--An assembly of a large group of people for a common purpose

   H. Parliamentary procedure--The rules and precedents governing the proceedings of a formal business meeting

   I. Quorum- The number of officers or members required to be present at a formal business meeting in order to legally transact business for a corporation (usually a majority)

II. Planning and organizing a meeting

   A. Data needed for planning

      1. Determine the purpose for the meeting.

      2. Determine how many people will be attending.

3. Determine the amount of time required to conduct the meeting.

4. Determine the best place to conduct the meeting.

5. Determine whether an informal or formal seating arrangement will be required.

6. Determine if refreshments are needed.

B. Make reservations for meeting room.

   1. Telephone places where meeting could be held.

      a. State exact date, time, and length of time the room will be needed.

      b. Determine cost of renting facilities (if outside office complex).

   2. After verbal agreement on the telephone, write a letter stating the above facts and secure confirmation of the reservation.

C. Inform participants of the meeting.

   1. Telephone the offices of the individuals who are expected to be present and state exact date, time of meeting, and purpose.

   2. Follow-up telephone call with a note of reminder to participants.

      a. Interoffice memo

      b. A letter

      c. A card

      d. An announcement

      e. A brochure

      f. A double postcard for return reply

   3. When a quorum is necessary to transact business, the exact number of people attending the meeting must be known.

      a. Request participants to mail a return card prior to meeting date.

      b. Telephone participants two days prior to meeting date.

    - c. If required number cannot be present, cancel or postpone the meeting by telephone or telegram.

D. Prepare an agenda, reports, or materials for meeting.

1. Determine all topics to be discussed.
2. Determine whether an agenda is to be mailed to participants prior to the meeting or handed out at the meeting.
3. Duplicate any reports that may be necessary.
4. Assemble any packets or materials that are needed well in advance of meeting date.
5. Prepare agenda.
    - a. Formal or official meeting
        - (1) Consult minutes of prior meeting.
        - (2) Consult bylaws.
        - (3) Type agenda.
            - (a) Call meeting to order.
            - (b) Call the roll.
            - (c) Approval or correction of minutes of previous meeting
            - (d) Officers' Reports
                - (i) Treasurer
                - (ii) Historian, etc.
            - (e) Standing committee reports
            - (f) Special committee reports
            - (g) Unfinished business
            - (h) New business
            - (i) Committee appointments
            - (j) Nominations or elections
            - (k) Announcements
            - (l) Adjournment

- b. Informal meeting (committee)
    - (1) Consult minutes of prior meeting.
    - (2) Prioritize topics of discussion.
    - (3) May or may not follow formal business meeting agenda
    - (4) Prepare rough draft for approval.
    - (5) Type final copy of agenda.

6. Assemble necessary materials for meeting in a file folder.
    - a. Agenda
    - b. Minutes
    - c. Treasurer's report
    - d. Budget report
    - e. Special reports
    - f. Special files
    - g. Charts, graphs, or visual-aid materials

E. Invite speakers.

1. Telephone desired speaker.
    - a. State topic which will be discussed.
    - b. Determine if available to speak on set date of meeting.
    - c. Determine speaker's fee or honorarium.
    - d. Determine mode of travel.
    - e. Determine length of time speaker desires to stay in city.
2. Extend letter of invitation.
    - a. Include all pertinent information about meeting.
    - b. Request biographic sketches and glossy pictures necessary for publicity.

- (1) Present position
- (2) Previous positions
- (3) Education
- (4) Special honors
- (5) Publications
- (6) General information

c. Determine any special equipment that may be needed for presentation.

- (1) Chalkboard
- (2) Film projector
- (3) Slide projector
- (4) Overhead projector
- (5) Screen
- (6) Tape recorder
  - (i) Reel-to-reel
  - (ii) Cassette
- (7) Microphone (state type desired)

3. Arrange for hotel reservations if speaker stays overnight.

4. Arrange for transportation to and from hotel (if necessary).

F. Prepare publicity releases for meeting.

1. Local newspaper
2. Company publications
3. Departmental bulletin boards
   - a. Place meeting is to be held
   - b. Date
   - c. Time involved
   - d. Purpose of meeting

e. Guest speaker

(1) Picture

(2) Resumé

(3) Topic title

f. Who is to attend

G. Finalize arrangements.

1. Verify whether quorum will be present.

2. Notify chairman who will be attending the meeting.

3. Check on guest speaker's time of arrival.

4. Make certain meeting room is ready.

a. Adequate seating

b. Heating or air-conditioning at appropriate level

c. Desirable room arrangement

d. Special equipment available

e. Pitchers of fresh water and glasses

f. Ashtrays (if smoking permitted)

g. Arrangements for coffee or refreshments during meeting

h. Arrangements for registration table (if meeting is large)

5. Make arrangements for paying speaker's fee or honorarium and travel expenses.

6. Prepare name cards or badges to be used in registration.

7. Gather agenda, reports, etc. necessary for chairman.

8. Prepare a list of those attending so the receptionist will be prepared to greet people as they arrive.

9. Arrange for a place to put coats, etc. while meeting is in progress.

III. Responsibilities during and after a meeting

  A. Greet the guests as they arrive and assist them in finding the right room.

  B. Take notes or minutes during the meeting (or use a tape recorder).

  C. As soon as participants have left the meeting room, check for lost articles.

  D. Type minutes when the meeting is completed.

  E. Mail copies of the minutes to those who attended or to interested parties.

  F. Prepare and mail letters of appreciation or congratulation.

  G. Prepare press releases about action taken at meeting.

  H. Prepare final copy of minutes for signature of presiding officer for permanent record.

IV. Conferences and conventions

  A. Planning responsibilities

    1. Establish the purpose.

    2. Determine the length of time involved.

    3. Determine the number of people who will be attending.

    4. Determine the best hotel(s) or conference center for the number of people attending.

    5. Reserve necessary blocks of rooms to accommodate those attending.

    6. Arrange for registration.

    7. Arrange for meeting rooms.

    8. Arrange for necessary equipment in meeting rooms.

    9. Invite special guests or speakers.

    10. Arrange for special tickets or badges for special guests or speakers.

B. Formulate committees - Carry out the functions determined necessary by the sponsoring firm.

  1. Registration
  2. Meeting rooms and seating arrangements
  3. Refreshments
  4. Taking care of special guests
  5. Transportation to and from airport
  6. Printing
  7. Financial records for event
  8. Arrangements for special events
  9. Banquet facilities (if needed) or catering services (if needed)
  10. Advanced publicity, photographers and reporters, and news releases
  11. Decorations

C. Follow-up procedures

  1. Write letters of congratulation or special "thanks."
  2. Pay all debts related to conducting conference or convention.
  3. Prepare news releases.

DATA NEEDED FOR PLANNING

1. PURPOSE OF MEETING
2. HOW MANY ATTENDING
3. AMOUNT OF TIME UTILIZED
4. PLACE TO CONDUCT MEETING
5. SEATING ARRANGEMENT
6. REFRESHMENTS

AGENDA FOR A BUSINESS MEETING

GRAYSON PLASTICS COMPANY
BOARD OF DIRECTOR'S MEETING
WEDNESDAY, APRIL 6, 1979
1:00 P.M. CONFERENCE ROOM

AGENDA

1. CALL TO ORDER--RAMON HAILEY, CHAIRMAN
2. READING OF MINUTES OF DECEMBER 4, 1978, MEETING--MURRY BAKER, SECRETARY
3. TREASURER'S REPORT--MS. BETTY LEVY, TREASURER
4. HISTORIAN'S REPORT--HERBERT MILLER, HISTORIAN
5. REPORT OF STANDING COMMITTEES
6. REPORT OF SPECIAL COMMITTEES
7. UNFINISHED BUSINESS FROM PREVIOUS MEETINGS
8. NEW BUSINESS
9. APPOINTMENT OF COMMITTEES
10. NOMINATIONS OR ELECTIONS
11. ANNOUNCEMENTS
12. ADJOURNMENT

INVITATION TO GUEST SPEAKER

1. MADE BY LETTER, TELEPHONE, OR IN PERSON
2. INVITED FAR IN ADVANCE
3. INFORMATION GIVEN
    - A. DATE
    - B. TIME
    - C. PLACE
    - D. TOPIC
    - E. DESIRED LENGTH OF TALK
    - F. PURPOSE OF MEETING
    - G. GENERAL COMPANY INFORMATION
    - H. AUDIENCE EXPECTED
    - I. FEE OR HONORARIUM

14.0700

UNIT VIII

ORGANIZING STAFF MEETINGS, CONFERENCES, AND CONVENTIONS

ASSIGNMENT SHEET #1--FORMULATING PLANS FOR A STAFF MEETING

Directions: For every assignment sheet in this unit assume that you are an aide to the Executive Secretary of Texas State Grain Association, which has a membership of over 5,000 people across the state. The Executive Secretary, Mrs. Lois Binton, has the responsibility of preparations for meetings ranging from small staff conferences held in company conference quarters to conventions with several thousand people attending. Naturally, Mrs. Binton must put forethought into her planning. Since you are an aide to this position, you must assist in the planning and execution of all meetings.

One of your first assignments is to assist in planning a staff meeting for the Accounting Department. Mr. Thornton, department head, has asked that six of his staff be present, and the meeting will last about five hours. He wants to start about 10:00 a.m. and have a light lunch served to the staff while they continue with the project.

What points must you consider in order to assure a suitable environment for his meeting?

A. Make a list of questions you would ask in order to formulate your plans.

B. Make a list of those things you would take care of without asking questions.

14.0700

UNIT VIII

ORGANIZING STAFF MEETINGS, CONFERENCES, AND CONVENTIONS

ASSIGNMENT SHEET #2--FORMULATING PLANS FOR A CONFERENCE

Directions: Your second assignment is to formulate plans for a working conference to be held in about three weeks. Mrs. Driscall, Vice-President of the Association, wants thirty-six division chairpersons to attend a two-day conference. She feels the best results could be achieved by planning the conference in a local hotel or motel setting. She has asked you to assist in the planning. The conference is to be informal, and she desires working tables with four to the table. She will need an overhead projector, a neck microphone, a chalkboard, and a sizeable head table to hold materials. She would like some definite information in one week so plans could be finalized. She also wants you to prepare invitations.

In analyzing this problem, determine your first concerns. Which decisions should be made first? Which decisions can wait?

A. There are three things that should be considered first. What are they?

B. After you have decided on the three major areas of concern, how do you gather the necessary information to present to Mrs. Driscall for consideration? From whom do you get the information, and what questions do you ask?

C. After presenting the information to Mrs. Driscall and she makes a decision, what is the next responsibility?

14.0700

UNIT VIII

ORGANIZING STAFF MEETINGS, CONFERENCES, AND CONVENTIONS

ASSIGNMENT SHEET #3--FORMULATING PLANS FOR A CONVENTION

Directions: Mrs. Binton has just received approval to finalize plans for the annual three-day state convention which is to be held in nine months in Houston, Texas. Since plans for a convention to accommodate a membership of 5,000 must begin at least two years in advance, most of the major decisions have already been made. Seven downtown hotels have guaranteed blocks of rooms to accommodate the guests. The convention center has been booked for display areas, banquet, and meeting rooms. Invitations and acceptances from three out-of-state and three in-state guest speakers have been finalized. A nationally known authority has accepted an invitation to be the guest speaker at the banquet on the evening of the second day. The theme, "Providing for a Nation's Needs," has been approved. The president of the association is now ready for Mrs. Binton to begin final preparations. Several areas of consideration are very important, such as:

1. Many people live too far away to drive into Houston.
2. Hotels are scattered across the downtown area.
3. The best method to register the people and collect the registration dues
4. Assigning rooms for different meetings
5. Taking care of the special guests
6. The printed convention materials and banquet programs
7. The catering service and decorations for the banquet
8. Invitations to the membership with hotel reservation cards
9. News, media coverage
10. An expense record

Planning a convention requires the services of many people. Mrs. Binton and her aide cannot assume this responsibility alone. Committees must be formed.

A. What kind of committees are needed?

B. From the above list of considerations, two are of utmost importance since they will affect the registration fee. What are they?

14.0700

UNIT VIII

ORGANIZING STAFF MEETINGS, CONFERENCES, AND CONVENTIONS

ASSIGNMENT SHEET #4--COMPOSING A LETTER OF INVITATION TO A GUEST SPEAKER

Directions: Mrs. Binton has asked you to draft a letter for her approval to Mr. Ralph Tillman, director of Area VI Texas State Grain Association, 3646 Bellman Building, El Paso, Texas, asking him to be a guest speaker at an association luncheon. The letter must include the following information.

A. Location - Sheraton Hotel, Fort Worth, Texas

B. Date - January 7, 1978

C. Time - 12:00 noon

D. Topic - A Better Way To Provide Nutrition

E. Length of talk - 30 minutes

F. Number of people attending - about 100

G. Honorarium Fee paid - $250

H. Expenses paid - All incurred expenses paid

14.0700

UNIT VIII

ORGANIZING STAFF MEETINGS, CONFERENCES, AND CONVENTIONS

ASSIGNMENT SHEET #5--PREPARING A NOTICE FOR THE COMPANY BULLETIN BOARD

Directions:

A. In the form of a memorandum, design a notice for the company bulletin boards (all departments) to inform all employees of a meeting to be held Wednesday evening, November 2, at 8:00 p.m. in the Copus Room of the Hilton Inn, to formulate plans for the annual Christmas drive to collect money, food, and clothing for needy families. Attendance is not mandatory, but a successful Christmas drive depends upon voluntary services from all employees.

B. Prepare a similar notice to submit to the company newspaper.

14.0700

UNIT VIII

ORGANIZING STAFF MEETINGS, CONFERENCES, AND CONVENTIONS

ASSIGNMENT SHEET #6--PREPARING AN AGENDA FOR A BUSINESS MEETING

Directions: Mr. Frank Casion, president of Texas State Grain Association, has scheduled the annual business meeting of the board of directors for 1:00 p.m., Friday, January 16, 1979, in the Wilmont Room of the Aston Hotel, Shelly, Texas. Besides the regular business, the business to be voted upon at this meeting includes determining: (1) whether or not to put a new roof on the main plant, (2) whether the plant needs a new operational procedure, (3) who the new vice-president elect will be, and (4) the appointment of a new committee to study environmental needs for the plant.

You are to prepare a rough draft of this agenda to present to your supervisor. Consider all things which a formal agenda must have and remember to prioritize the business which must be acted upon. After receiving approval from your supervisor, type the final copy of the agenda.

14.0700

UNIT VIII

ORGANIZING STAFF MEETINGS, CONFERENCES, AND CONVENTIONS

ASSIGNMENT SHEET #7--A NEWS RELEASE

Directions: Using the information given on Assignment Sheet #6, prepare a brief article for the local newspaper or the company monthly publication.

14.0700

UNIT VIII

ORGANIZING STAFF MEETINGS, CONFERENCES, AND CONVENTIONS

ANSWERS TO ASSIGNMENT SHEETS

Assignment Sheet #1

A. 1. Which room in the office building would be most suitable?

2. Has the room been scheduled by anyone else?

3. Does the room offer the best lighting and privacy?

4. Should the seating arrangement be formal or informal?

5. Would an oval or a large round table be best?

6. Will any equipment or instructional aids be necessary?

7. Should payment for the food come from petty cash?

8. Would it be suitable to order twelve assorted sandwiches cut in half, six bottled drinks, and some fresh fruit from the local restaurant for lunch?

9. Would coffee be needed during the entire meeting?

10. Will an agenda be needed? If so, what is to be included?

11. Will someone need to take notes for the record?

12. Will each person who is to attend need a reminder of the meeting date, time, and place?

13. Will any records need to be duplicated prior to the meeting?

B. 1. Room is clean, well ventilated, and has the right temperature.

2. Seating is right.

3. Pads, pencils, and ashtrays

4. Pitcher of water and glasses
5. Assembled materials that will be needed
6. Selection of restaurant and food to be served
7. Coffee, sugar, and cream
8. Duplicated agenda, if necessary
9. Contact the person in charge of Petty Cash Fund.

Assignment Sheet #2

A. Major considerations: Determine the place, the date, and the cost.

B. Contact the managers of two or three of the most suitable hotels or motels, give them the necessary information, and ask the following questions.

   1. Does the hotel have an adequate-sized meeting room and necessary tables to accommodate about forty people?
   2. Is it available in about three weeks?
   3. Specifically, which dates are open?
   4. Could a block of hotel rooms be reserved to accommodate thirty-five people on these same dates?
   5. Could special hotel rates be given?
   6. Would there be a charge on the meeting room? If so, how much?
   7. Could a luncheon be prepared and served? At what cost?
   8. Is there a parking charge? How much?
   9. Could refreshments be served morning and afternoon? If so, what is the cost?
   10. Does the hotel provide registration badges? If so, what is the cost?
   11. Would a telephone be available to the participants during the meeting time?
   12. Does the hotel furnish speaker's equipment? Is there a charge?

After gathering the facts, prepare sheets stating the information and figures to present to Mrs. Driscall for consideration. She then compares the dates and costs and selects a hotel.

C. 1. Call the selected hotel and set up positive reservations.

2. Secure the names and addresses of the people who are to attend the conference.

3. Prepare and mail invitations. Request an R.S.V.P.

4. Prepare a list of expected guests for the hotel so rooms can be assigned.

5. Discuss and finalize the menu with the hotel manager (or assigned person).

6. Check the meeting room for electrical outlets for equipment.

7. Consult with Mrs. Driscall.

Assignment Sheet #3

A. 1. Transportation

2. Registration

3. Meeting rooms

4. Special guests, transportation, etc.

5. Printing

6. Invitations

7. Publicity

8. Decorations

9. Banquet or special events

10. Financial committee

B. 1. Banquet

2. Printing

Assignment Sheet #4

Evaluated to the satisfaction of the instructor.

Assignment Sheet #5

Evaluated to the satisfaction of the instructor.

Assignment Sheet #6

TEXAS STATE GRAIN ASSOCIATION
Friday, January 16, 1979
1:00 p.m. Wilmont Room, Aston Hotel
Shelly, Texas

AGENDA

1. Call to order - Mr. Frank Casion, President
2. Review of last year's minutes - Secretary
3. Roll call
4. Approval or correction of minutes as read
5. Officers' reports
6. Standing Committee reports
7. Special Committee reports
8. New business
    a. A new roof for the plant
    b. A new operational procedure for the plant
9. Appointment of committee to study environmental needs
10. Nomination and election of new [illegible]ice-president
11. Announcements
12. Adjournment

Assignment Sheet #7

Evaluated to the satisfaction of the instructor.

14.0700

UNIT VIII

ORGANIZING STAFF MEETINGS, CONFERENCES, AND CONVENTIONS

UNIT TEST

1. Match the terms used in organizing meetings, conferences, and conventions with their definitions by placing the number of the correct definition to the left of the term.

_____ a. Informal business meeting

_____ b. Formal business meeting

_____ c. Staff meeting

_____ d. Committee meeting

_____ e. Directors' meeting

_____ f. Conference

_____ g. Convention

_____ h. Parliamentary procedure

_____ i. Quorum

1. Members of the board who are elected by the stockholders to conduct the business of a corporation

2. A large group meeting where important business is to be conducted and parliamentary procedure is utilized

3. The number of officers or members required to be present at a business meeting in order to legally transact business for a corporation

4. A small meeting called by an executive to bring all the staff together to discuss issues at hand

5. A small meeting called by an individual where seating arrangements are casual and parliamentary procedure is not used

6. A small informal meeting called by a committee chairman to discuss committee plans and work

7. An assembly of a large group of people for a common purpose

8. A meeting called by an executive for formal interchange of views or for discussing matters of common concern

9. The rules and precedents governing the proceedings of a formal business meeting

2. Identify true statements concerning planning and organizing a meeting by placing a "T" beside those statements which are true and a "O" by those which are false.

_____ a. Certain data must be collected before a meeting can be properly planned.

_____ b. After the purpose of a meeting has been established, it is necessary to determine: (1) who will attend the meeting, (2) the amount of time required to conduct the meeting, (3) the best place to hold the meeting, and (4) whether or not refreshments will be needed.

_____ c. When making reservations for a meeting room, one must first ask the price of the room.

_____ d. A letter of confirmation should be requested for meeting room reservations.

_____ e. One of the best ways to contact people who are to attend a meeting is to send a memo.

_____ f. After notifying people of the exact date, time and place of a meeting by telephoning them, a follow-up letter or note is essential.

_____ g. When counting to see how many people will be attending a meeting and it becomes obvious that a quorum will not be present, the best thing to do is go ahead and hold the meeting for those who do attend.

_____ h. In planning an informal committee meeting, one does have to plan a formal agenda.

_____ i. Prioritize topics to be discussed at a meeting.

_____ j. In order to conduct a well-organized meeting, the agenda must be followed, all pass-out materials must be ready, and reports must be duplicated.

_____ k. The chairman of a meeting needs the following things in a folder: (1) an agenda, (2) minutes of last meeting, (3) treasurer's report, (4) budget report, (5) special reports, (6) special files, and (7) graphs or charts necessary to conduct meeting.

_____ l. When telephoning a speaker to request a lecture, it is appropriate to ask how much money it will cost before giving other information.

_____ m. When extending a written invitation to a guest speaker, all pertinent information should be included as well as a request for a biographic sketch and any special equipment which will be needed.

_____ n. Transportation to and from the airport should be provided for the guest speaker.

_____ o. When finalizing arrangements for a meeting, always make a list of things which need final checking.

_____ p. When checking on the meeting room, always make certain room is ready by determining if: (1) seating is adequate, (2) heating or air-conditioning is appropriate, (3) room is arranged attractively, (4) special equipment is available, (5) water and glasses are available, (6) ash-trays are placed around the room, (7) coffee and refreshments are ready, and (8) there is a registration table.

_____ q. Receptionists should have a list of those attending so the correct number of pencils will be available.

_____ r. If a meeting is to be held on a rainy day, it should be postponed.

_____ s. The chairman needs a list of names of those who will be attending the meeting so that letters can be written to those who are not attending to ask why they are not coming.

_____ t. Publicity releases advertising a meeting should be placed on the departmental bulletin boards.

3. Write a paragraph which states eight responsibilities during and after a meeting.

4. a. List ten planning responsibilities.

(1)

(2)

(3)

(4)

(5)

(6)

(7)

(8)

(9)

(10)

b. List eleven areas which could be planned and organized by committees.

(1)

(2)

(3)

(4)

(5)

(6)

(7)

(8)

(9)

(10)

(11)

c. List three follow-up procedures.

(1)

(2)

(3)

5. Demonstrate the ability to:

a. Formulate plans for a staff meeting.

b. Formulate plans for a conference.

c. Formulate plans for a convention.

d. Compose a letter inviting a guest speaker.

e. Prepare a notice of a staff meeting for the departmental bulletin boards.

f. Prepare an agenda for a business meeting.

g. Prepare a news release.

14.0700

UNIT VIII

ORGANIZING STAFF MEETINGS, CONFERENCES, AND CONVENTIONS

ANSWERS TO UNIT TEST

1. 5 a.
   2 b.
   4 c.
   6 d.
   1 e.
   8 f.
   7 g.
   9 h.
   3 i.
2. T a.
   T b.
   O c.
   T d.
   O e.
   T f.
   O g.
   O h.
   T i.
   T j.
   T k.
   O l.
   T m.

__T__ n.

__T__ o.

__T__ p.

__O__ q.

__O__ r.

__O__ s.

__T__ t.

3. As guests arrive, they should be greeted and directed to the meeting room. When the meeting starts, a tape recorder should be running or someone should be taking notes which will later be typed and mailed to those who were unable to attend. After the meeting, the room should be checked for lost articles. Letters of appreciation or congratulations should be prepared and mailed. News releases should be given concerning the action taken at the meeting. A final copy of the minutes should be typed, signed by the presiding officer, and placed with the permanent records.

4. a. (1) Purpose of meeting

   (2) Length of time

   (3) Number of people attending

   (4) Find best hotel or conference center for the meeting.

   (5) Reserve necessary blocks of rooms for those attending the meeting.

   (6) Arrange for registration.

   (7) Arrange for meeting rooms.

   (8) Arrange for necessary equipment.

   (9) Invite special guests or speakers.

   (10) Arrange for special tickets and badges for special guests or speakers.

   b. (1) Registration

   (2) Meeting rooms and seating arrangements

   (3) Refreshments

(4) Special guests

(5) Transportation

(6) Printing

(7) Financial records for event

(8) Arrangements for special events

(9) Banquet or catering services

(10) Publicity

(11) Decorations

c. (1) Write letters of congratulation or special "thanks."

(2) Pay all debts related to conducting conference or convention.

(3) Prepare news releases.

5. Evaluated to the satisfaction of the instructor.